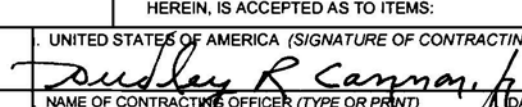# SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS
OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30

1. REQUISITION NO. See Part II.1	PAGE 1 OF 200

2. CONTRACT NO. NAS5-98144	3. AWARD/EFFECTIVE DATE December 1, 2004	4. ORDER NO. **NNK05OA014D**	5. SOLICITATION NO.	6. SOLICITATION ISSUE DATE

7. FOR SOLICITATION INFORMATION CALL	a. NAME Ann Nelson	b. TELEPHONE NO. *(No collect calls)* (321) 867-4726	8. OFFER DUE DATE/LOCAL TIME

9. ISSUED BY CODE OP-OS-ODIN	10. THIS ACQUISITION IS	11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED	12. DISCOUNT TERMS

9. ISSUED BY — CODE OP-OS-ODIN

JOHN F. KENNEDY SPACE CENTER, NASA
PROCUREMENT OFFICE, OP-OS-ODIN
KENNEDY SPACE CENTER, FLORIDA

10. THIS ACQUISITION IS
☐ UNRESTRICTED
☐ SET ASIDE: % FOR
☐ SMALL BUSINESS HUBZONE SMALL BUSINESS
☐ 8(A)

NAICS:
SIZE STD:

11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED
☐ SEE SCHEDULE

☐ 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)

13b. RATING

14. METHOD OF SOLICITATION
☐ RFQ   ☐ IFB   ☐ RFP

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15. DELIVER TO — CODE OP-OS-ODIN

JOHN F. KENNEDY SPACE CENTER, NASA
PROCUREMENT OFFICE, OP-OS-ODIN
KENNEDY SPACE CENTER, FLORIDA

16. ADMINISTERED BY — CODE OP-OS-ODIN

JOHN F. KENNEDY SPACE CENTER, NASA
PROCUREMENT OFFICE, OP-OS-ODIN
KENNEDY SPACE CENTER, FLORIDA

17a. CONTRACTOR/ OFFEROR — CODE 11248

OAO CORPORATION
7375 EXECUTIVE PLACE
SEABROOK, MARYLAND 20706

TELEPHONE NO.

☐ 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER

18a. PAYMENT WILL BE MADE BY — CODE

FOR BILLING INSTRUCTIONS, SEE PART I.4

18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED   ☐ SEE ADDENDUM

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19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	SEE PAGE 1-1 FOR DESCRIPTION OF SERVICES THIS DELIVERY ORDER IS SUBJECT TO AVAILABILITY OF FUNDS (SEE PART III.3)				

(Use Reverse and/or Attach Additional Sheets as Necessary)

ACCOUNTING AND APPROPRIATION DATA	26. TOTAL AWARD AMOUNT *(For Govt. Use Only)* Estimated $26,970,965

☐ 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4. FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA ☐ ARE ☐ ARE NOT ATTACHED.

☐ 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA ☐ ARE ☐ ARE NOT ATTACHED.

☐ 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN __3__ COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN.

29. AWARD OF CONTRACT: REFERENCE _____ OFFER DATED _____. YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:

. SIGNATURE OF OFFEROR/CONTRACTOR	. UNITED STATES OF AMERICA *(SIGNATURE OF CONTRACTING OFFICER)*
(signature)	*(signature)*
. NAME AND TITLE OF SIGNER *(TYPE OR PRINT)* LINDA GOODEN	NAME OF CONTRACTING OFFICER *(TYPE OR PRINT)* Dudley R. Cannon, Jr.
. DATE SIGNED 11-29-04	DATE SIGNED 11-30-04

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* Shaded text of this clause is not applicable to this delivery order.

* Shaded text of this clause is not applicable to this delivery order.

* Shaded text of this clause is not applicable to this delivery order.

* Shaded text of this clause is not applicable to this delivery order.

PART I   SERVICES AND PRICES

1.   **SERVICES TO BE FURNISHED** – The Contractor shall provide all seat and other services ordered under this Delivery Order.

The following matrix represents the OSF Centers' scope of ODIN services.

SERVICES CATEGORY	JSC	KSC	MSFC	SSC
Desktop Seats	✔	✔	✔	✔
Networks	✔	X	✔	✔
Cable Plant Management	✔	X	X	✔
Network Printer Seats	✔	✔	✔	✔
Server Seats	✔	✔	✔	✔
LAN Seats	✔	✔	✔	✔
Phone Seats	✔	X	X	✔
FAX Seats	✔	✔	X	✔
Local Video Seat	X	X	X	✔
Admin Radio Seats	X	X	X	✔
Remote Communication Seats	✔	✔	✔	✔
Public Address Seats	X	X	X	X
Mobile Computing Seat	✔	✔	X	✔

Legend: ✔ for those included in Center's scope of ODIN services
                    X for those not included in the Center's scope of ODIN services

2.   **PRICE LIST** – The unit prices set forth on Attachment B, the PRICE LIST FOR YEARS 1, 2, AND 3, are applicable to the services ordered under this Delivery Order.

3.   **MONTHLY INVOICING**– For invoicing and payment purposes, the following guidelines shall apply:
   a. Seat and service level services installed or in effect by the 15th day of the month will be invoiced for the whole month.
   b. Seat and service level services cancelled on or before the 15th of the month will not be invoiced for that month.
   c. Seat and service level services installed or in effect after the 15th of the month will not be invoiced for that month but will be invoiced beginning with the next month.
   d. Temporary seats are invoiced the same as the seat and service level services, except that temporary seats are invoiced on a full month basis. The minimum invoice period for a Temporary Seat is one month.
   e. Catalog and other specialized services will be invoiced separately on a calendar month basis.
   f. Technology Infusion (infrastructure upgrades) will be invoiced separately on a calendar month basis.
   g. In accordance with Item 11, State and Local Taxes, identify all taxes included in the invoiced amount.

4.   **BILLING PROCEDURES**- The following address is the designated billing office where the contractor submits the invoices for this delivery order. This designation is for the purposes of performing Government acceptance of the services provided under this delivery order.

John F. Kennedy Space Center, NASA/KSC
ODIN Delivery Order Contracting Officer/OP-OS-ODIN
Kennedy Space Center, FL 32899

5.   **DUE DILIGENCE** - There is no Due Diligence price adjustment applicable to this Delivery Order.

6.   **TRANSITION BONUS** (A.1.7) - The transition bonus is not applicable to this Delivery Order.

7.   **PERIOD OF PERFORMANCE -** The period of performance for this Delivery Order shall be thirty-six months beginning December 1, 2004, and ending November 30, 2007.

8.   **RETURN TO SERVICE CLARIFICATION** (Reference Master Contract Section C.5.9.7) – The Return to Service (RTS) charge is applicable to seats that require a physical visit to return to service. The RTS charge falls into one of three categories, to be determined on a case-by-case basis by the DOCOTR.

Category 1 - Desktop RTS – is applied to desktop seats when the end user has implemented a change that results in the configuration becoming unstable or ceases to be interoperable and requires a return to the baseline seat configuration. The Desktop RTS is typically applicable to the following:
a. End user moves equipment without an order and/or requires dispatch to reconnect/reconfigure (e.g., user gives his or her Laptop to another user without following Center's procedures for M/A/C.)
b. End user installs non-ODIN-supported S/W and the system becomes unstable or ceases to operate.
Desktop RTS charge per seat is $150.00.

Category 2 - Communication RTS – applies to telephones, networks, radio, fax and video. The Communication RTS charge is typically applicable to the reconnecting telephone or network drops when end user is unable to reestablish the connection.
Communication RTS charge per seat is $60.00.

Category 3 - Software RTS – A software RTS is applicable when remote software capability (e.g., SMS) has been disabled by an end user and requires a manual software update.   This charge will not be assessed until the third occurrence by an end user.
Software RTS charge per seat is $40.00.

9.   **STANDARDIZATION INCENTIVES** –The Contractor shall provide a standardization incentive of 20 percent discount to the monthly unit price of optional service levels when a Center standardizes on an optional service level. This incentive discount shall apply if at least 85 percent of the seats within a platform (PC/MAC/UNIX) order the same optional service level. Credits are not subject to the standardization incentive. The incentive can be initiated any time during the delivery order.

10.   **Desktop Seat Subscriber Volume Discount -** The Contractor shall provide volume discount for increased GP and SE seat subscriptions in excess of the

estimated quantities for this Delivery order. In order to establish the baseline quantities, the ordered quantities for the month of November 2004 shall be used.

The contractor agrees to reduce the monthly seat price of all GP and SE desktop seats by the dollar reductions below if the desktop seat subscribership under this Delivery Order is increased by the volume increases in the table below. .

This seat price reduction is effective when the increased quantity is maintained for a minimum of twelve (12) contiguous months. At the end of the contiguous twelve-month period, the Contractor shall provide a total credit amount equal to the previous twelve months' difference between the negotiated seat price and the reduced seat price. The Contractor shall continue to provide a monthly credit for the difference between the negotiated seat price and the reduced seat amount.

If Delivery Order desktop subscribership drops below the seat volume thresholds, the applicable reduction will be rescinded and the original seat price will apply beginning with the month that the quantity decreased.

Center	Volume Threshold Increase	Reduction
KSC	100 full seats	$2.39
KSC	500 full seats	$2.90
SSC	100 full seats	$2.43
SSC	400 full seats	$3.00

11. **STATE AND LOCAL TAXES**
   a. In accordance with ODIN Master Contract, the total delivery order value set forth in Part II, Item 4 shall include (identify and itemize) all applicable Federal, State, and local taxes and duties paid under this Delivery Order.

   b. The seat prices include personal property/use taxes. The Contractor shall separately identify on each invoice the amount of the personal property taxes included in that invoice for services

   c. State sales tax shall not be included in the seat prices unless expressly authorized by the DOCO. If the Contractor is unable to obtain an exemption for the state sales tax, the Contractor shall separately identify the paid tax amount and provide document clearly demonstrating that an exemption was applied for but rejected.

12. **INTERNATIONAL CELLULAR SERVICES (FOR MOBILE COMPUTING AND PCELL SEATS)**
   a. The Contractor shall provide international cellular phone service for the subscribed end-users of Mobile Computing and PCELL seats.
   b. The Government agrees to reimburse the contractor for the actual service provider's charges for the international cellular service.
   c. The Contractor shall include the request for reimbursement as part of the monthly invoice. This request shall be accompanied by a listing that identifies the individual

seats (by end-user, telephone number, and organization code), the date that service was provided, and the price of the individual event.

d. The Contractor shall include the international services as part of the Call Detail Report (DRD ODIN-OSF-2) submission but the format and content requirements shall be satisfied by the Contractor providing an electronic copy of the actual bill from the international cellular service provider.   This report shall be provided electronically and shall identify each call by telephone number.

e. The Contractor shall maintain a listing of the assigned telephone numbers and the associated end-user and make this information available to the Government.

PART II   CONTRACT ADMINISTRATION DATA

1. **ACCOUNTING AND APPROPRIATION DATA** – The accounting and appropriation data for this Delivery Order is reflected in Attachment J.

2. **INCREMENTAL FUNDING -** Pursuant to Master Contract Section A.1.32.2, the NASA FAR Supplement (NFS) clause 1852.232-77 Limitation of Funds (Fixed-Price Contract) is incorporated in this Delivery Order.

    The following data is provided to complete paragraphs (a) and (c) of the NFS clause.

    (a) $508,511.00 is presently available for payment and allotted to this Delivery Order.

SCHEDULE FOR ALLOTMENT OF FUNDS		
Mod No.	**Date**	**Amount**
(Basic)		$508,511.00
TOTAL		$

    (c) _____ (enter date)

3. **AVAILABILITY OF FUNDS -** Funds are not presently available for performance under this delivery order. The Government's obligation for performance of this delivery order is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the Government for any payment may arise for performance under this delivery order, until funds are made available to the Contracting Officer for performance and until the Contractor receives notice of availability, to be confirmed in writing by the Contracting Officer.

4. **TOTAL DELIVERY ORDER VALUE (through Modification No. _____)**

Ordered Seats and Services	$00,000,000.00
Ordered Catalog Services	000,000.00
Specialized Services	000,000.00
Sub-total	**$00,000,000.00**
Infrastructure Upgrades	0,000,000.00
Fast-Track Infrastructures Authorized	000,000.00
State and Local Taxes	000,000.00
Other	000,000.00
Total Services:	**$00,000,000.00**
LESS:	
Outage Credits	0,000.00
Facility Credits	00,000.00
PRP Retainage Not Earned	000,000.00
MPRP Retainage Not Earned	000,000.00
Adjusted Services Total:	**$00,000,000.00**
PLUS:	
Seats/Service Levels Projections	000,000.00
Catalog Projections	000,000.00

Specialized Services Projections	000,000.00
TOTAL DELIVERY ORDER VALUE:	**$00,000,000.00**

5. **AUTHORIZED OFFICIALS** –

Delivery Order Contracting Officer (DOCO):	Marjorie Ann Nelson
Alternate DOCO	Penelope A. Hale
Delivery Order Contracting Officer's Technical Representative (DOCOTR):	Carol Valdes
Alternate DOCOTR	Brian Montgomery

Pursuant to Master Contract Section A.1.15 PROCEDURES TO EFFECT SPECIALIZED REQUIREMENTS, only the persons listed as Authorized Officials above are authorized to initiate the specialized requirements that cause a price change in this Delivery Order.

6. **RETAINAGE POOLS** – In accordance with Master Contract Section A.1.8 (a) and (b), the Government will withhold the following amounts from the sum of the monthly seat/system prices submitted on the invoices for the Delivery Order and subsequent modifications.

    a. Three (3) percent for the Performance Retainage Pool (PRP)
    b. Two (2) percent for the Metric Performance Retainage Pool (MPRP)

    For the Catalog Services, the Government will withhold two (2) percent from the total catalog purchases on the invoices for the Delivery Order.

    These amounts will be deducted from the monthly invoiced amounts and disbursed if authorized by the Program Manager. Any amounts not authorized for disbursal will not be carried forward and the Delivery Order will be unilaterally modified to decrease the order dollar value.

7. **PRP DECISION** – Pursuant to Master Contract A.1.8 RETAINAGE POOL (as modified by Master Contract Modification 5), the PRP decision for this Delivery Order will be made on a discretionary (i.e. all, partial or none) basis.

    a. The PRP decision shall be made semiannually for the Delivery Order.
    b. For the Delivery Order, the PRP decision criteria set forth in Master Contract Section A.1.8 (a) is supplemented with the following:
        (1) The Contractor's manner and degree in satisfying requirements, planning work, implementing on schedule and providing effective customer communication.

8. **ASSET TRANSITION** – (reference ODIN Master Contract A.1.14)
    In the event a center decides not to continue a delivery order, or upon expiration of a delivery order or of the contract, the Contractor agrees that the services provided under this contract are essential to the Government and shall be continued without interruption. If the Government or successor contractor acquires any or all assets identified by the final Asset Transition Value Report (ATVR) , the Contractor agrees to comply with direction provided by the Contracting Officer to assist the orderly transition of equipment, services, software, leases, etc. to the Government or the successor contractor.

    a. **Asset Transition Value (ATV)**
        During the performance of this contract, Contractor may purchase capital equipment; enter into lease agreements, either operating or capital; or enter into Contractor

Corporate Agreements for the purpose of performing the work described in the ODIN Master Contract and Delivery Order. Any such equipment or agreements to obtain equipment are subject to the requirements of this clause. The objective of this clause is to provide the Government or successor contractor the option to take title to any or all such equipment items or to continue lease agreements so that in the event of termination or completion of the contract period of performance, the Government may continue to provide services to the OSF centers without interruption.

If the contractor leases equipment, all leases shall be transferable to a successor in interest at substantially the same terms applicable to the Contractor.

If the Contractor purchases the assets, the Contractor shall capitalize and depreciate any such equipment in accordance with the Asset Transition Methodology set forth in this Delivery Order and shall be in conformance to any applicable requirements and standards of the ODIN Master contract. Contractor agrees to maintain complete records of the capital equipment that is subject to this clause. Such records shall include all items identified in DRD ODIN-1A and be in conformance with the quarterly ATV reports submitted for this Delivery Order. Contractor agrees to make these records available to the Government Contracting Officer upon request.

If the Government or successor contractor decides to acquire the assets identified in the ATV, the Contractor shall transfer title of all capital equipment to the Government or their designated Contractor. The Contractor agrees to accept the ATV amount calculated in accordance with the Methodology set forth in this Delivery Order as the full and complete payment for the assets.

b. **Asset Transition Value Methodology (ATVR)**– The following methodology and business rules shall apply to the calculation of the ATV:

(i) The depreciation of assets is based on net book value. Net book value is defined as the value of the asset at the time of asset transition and is based on straight line depreciation over the useful life of the asset as shown in the table below.

Asset Category	Useful Life
Desktop (PC, MAC,UNIX)	3 years (or as selected by user)
Network Printers (Shared Peripherals and PRN Seats)	5 years
Server Seats	5 years
Telephone (instruments and "back office" equipment	5 years
Cell Phones	3 years
Mobile Computing devices	18 months
Fax systems	3 years
Local Video systems	5 years
Administrative Radio systems	5 years
Network resources	3 years
Remote Communication resources	5 years
Public Address systems	5 year

(ii) The ATV shall not include any Government-furnished or institutional-provided property or equipment, nor shall it include any infrastructure items for which title resides with the Government.

(iii)   A **2.41 percent asset transition charge** will be applicable to assets that are selected for transition to the Government or successor contractor. The charge will only apply to tangible items, such as hardware. The purpose of the transition charge is to cover costs associated with preparing and executing property transfer documentation, update corporate records and personal property tax records, preparing certificates of maintainability, and completing transfer agreement for leases and maintenance agreements.

(iv)   Transition services to support any continuity of service during a transition period that occurs after the end of the delivery order period of performance or shipment of assets that are transitioned are not included in the ATV or transition charge. If requested, these costs will be separately priced as part of continuity of services.

(v)   The ATV amount is based upon the asset being abandoned in place with the Government or successor contractor taking title to the equipment.

(vi)   Catalog items are considered part of the seat for asset transition purposes but are not subject to the depreciation or any transition charge. In accordance with the DRD ODIN-1A, the Contractor shall report the value of the catalog items but the values shall not be included in the ATV dollar amount.

c. **Provisions to transfer to a successor in interest**
With regard to all purchase and lease agreements, either operating or capital, and Corporate Agreements, the Contractor shall include provisions in such agreements with regard to their continuation with a service provider other than the current Contractor. The Government or successor contractor reserves the right to review and accept any terms and conditions prior to being bound by any such agreements.

e. **Transfer Title of Assets**
With regard to title transfer of assets from Contractor to the Government or designated third party, a DD Form 1149 will be used to transfer title of these assets. A DD Form 1149 will be prepared for each Center to include an attached spreadsheet that lists all assets being transferred from Contractor to the Government or successor contract. The list of assets shall include the asset type, description, serial number, tag number, location, assigned end-user (if applicable) and any other information necessary to identify and locate the asset. The list of assets shall be in agreement with the assets reported on the final ATV report and contained in the Contractor's asset management system.

f. **Continuity of Services**
In any event, the Contractor shall keep all assets installed and usable by the Government through the transition of assets or their replacement by the successor contractor. If the transition period is anticipated to continue beyond the Delivery Order period of performance, the Contractor shall submit a proposal for the required effort upon request by the Contracting Officer and agrees to negotiate a fair and reasonable price for use of the assets. In addition, the Contactor shall be responsible for removal and disposal of assets not acquired by the Government or successor contractor at the end of the transition period.

PART III   OSF REQUIREMENTS

SECTION A.   GENERAL REQUIREMENTS

1. **WORK DAY DEFINITION** - For the purpose of this delivery order, the term "work days" means "business days".

2. **SCHEDULED OUTAGE NOTIFICATION** – The Contractor shall not schedule any planned maintenance activities during prime time without prior approval by the DOCOTR or designee, followed by notification of affected personnel at the Center.

    The contractor shall comply with the Center's outage notification procedures. Unless otherwise specified, the Contractor shall coordinate **all scheduled outages** with the designated point of contact for the affected users, obtain approval from the DOCOTR or designee, and notify all affected personnel at each Center. Verification of receipt notification is not required.

3. **INSTITUTIONAL IT ENVIRONMENT DEFINITION** – The Institutional IT Environment is defined as the core components required to deliver ODIN seats and services to the end user.   These would include, but are not limited to, network domain servers, electronic messaging systems (e.g., X.500 directory services, gateways, e-mail systems including webmail), Internet access, computer virus protection, network communication equipment, voice mail, radio combiners, centralized antennas and telephone switches.

4. **MAINTENANCE OF THE INSTITUTIONAL IT ENVIRONMENT** – All ODIN-supported hardware and software that are part of the institutional IT environment shall have applicable hardware maintenance, system software maintenance, application software maintenance and/or restore to service within four contiguous hours at all times, unless defined otherwise by the individual Center.

    All preventative maintenance activities shall be documented to, coordinated with and approved by the DOCOTR or designee.

5. **SUPPORT FOR SPECIAL EVENTS** – The Contractor shall provide support for Center special events (e.g., Open House) as identified by the DOCOTR or designee. The Contractor shall provide help desk support such that trouble tickets for these events are automatically handled with the Priority Service as defined in Master Contract section C.5.9.4.1. The support for Special Events shall not be counted against the priority service percentages.

6. **PRIORITY SERVICE PERCENTAGES** – In addition to the one (1) percent set forth in Master Contract C.5.9.4.1 and C.5.9.4.2, the Contractor shall provide priority service for up to two (2) additional percent each for a total of three (3) percent in each.

    The percentage associated with Master Contract C.5.9.4.2 shall be calculated based upon the monthly average of the total number of trouble tickets submitted to the Contractor during the prior contract year. In the event that the three (3) percentages are not used in the current month, the unused portion does not carry forward to the next month.

    In the event that the number of seats increase or decrease by 5 percent or greater, an equivalent adjustment shall be made to the total number of trouble tickets used to calculate

the 3 percentage available for the current year.

7. <u>**EXPEDITE SERVICE REQUEST**</u> – In addition to priority services provided under Master Contract C.5.9.4, the Contractor shall provide products and services in an expedited manner (within 24 hours) when requested by the DOCOTR or designee.   The Contractor shall provide expedited service for up to three percent (3%) of service requests. The percentage shall be calculated based upon the monthly average of the total number of service requests submitted to the Contractor during the prior contract year. In the event that the three (3) percentage is not used in the current month, the unused portion does not carry forward to the next month.

In the event that the number of seats increase or decrease by 5 percent or greater, an equivalent adjustment shall be made to the to the total number of service requests used to calculate the 3 percent available for the current year.

For this clause, a service request includes catalog orders and moves, adds, and changes as defined in Master Contract E.3.1.8.

8. <u>**X.500 DIRECTORY SERVICE**</u> – The Contractor shall provide support, operation, and maintenance for the Center's X.500 Directory Service infrastructure in accordance with NASA Standard 2807B, The NASA Directory Service: Architecture, Standards and Protocols and emerging NASA standards. The Contractor shall update the Center's X.500 directory daily, as a minimum. Upon request by the DOCOTR or designee, the Contractor shall perform additional updates as required. The Contractor shall perform daily backup and provide the capability to restore all data (e.g., digital certificates). The Contractor shall make the X.500 data electronically available to DOCOTR or designee upon request.

(See Center -Specific Part VII for additional requirements.)

9. <u>**PRINCIPAL PERIOD OF MAINTENANCE**</u> is defined as the period of time set by the Help Desk hours of operation ordered in accordance with Master Contract E.3.1.11.

   a. For the Regular service level of Integrated Customer Support/Help Desk, the principal period of maintenance is 6:00 am to 6:00 pm local time on workdays. (E.3.1.11)
   b. For the Enhanced service level of Integrated Customer Support/Help Desk, the principal period of maintenance is 24 hours a day, seven days a week.

10. <u>**APPLICABILITY OF ODIN SERVICES TO DELIVERY ORDER**</u>

The following changes are applicable to the ODIN Services provided under this Delivery Order and reflected in the revised Table E (Attachment E to this Delivery Order).:

   a. **DESKTOP SEATS (Reference Master Contract Table E.2.1.1)**

      (1) The following seats and service levels are added for ordering under the Delivery Order:
      (i)   Network Printer Seats (PRN1, PRN2, PRN3 and PRN4)
      (ii)   Maintenance-Only Miscellaneous Seat (MA-MISC)
      (iii)   PC and MAC Premium Systems are added as the SE2 platforms

(iv) Lightweight is added as GP3 PC platform option
(v) Tablet PC is added as GP3 PC platform option
(vi) Enhanced service level for system administration as an optional service for the NAD seat
(vii) Standard Application Software Suite Service Level for ODIN Application Software is added for NAD seats with PC and MAC platforms
(viii) Basic, Regular, and Premium Service Levels for ODIN Application Software Maintenance are added for NAD seats with PC and MAC platforms.
(ix) Regular and Enhanced Service Levels for Software Tech Refresh are added for the NAD seat with PC and MAC platforms
(x) Basic LAN and Remote-S & Basic LAN access service level
(xi) Mobile Computing (MC) seat is added as a seat

(2) The following seats and service levels are **not** available for ordering under the Delivery Order:
(i) Entry-Level and High-End are removed as GP3 Mac platform options
(ii) Basic service level for Integrated Customer Support/Help Desk
(iii) Regular LAN; Fast LAN; Huge LAN; Remote-S LAN & Regular LAN; and Remote-S & Fast LAN service levels
(iv) Enhanced service level for Hardware Tech Refresh is not available for the GP2 PC and GP2 MAC Seats. (applies to KSC and SSC delivery orders)

b. **Server Services (Reference Master Contract Table E.2.2.1)**
(1) SERV1 and SERV2 seats are added for ordering under the Delivery Order.
(2) COMP1 seat is not available for ordering under the Delivery Order.

c. **LAN INTERFACE SERVICE (Reference Master Contract Table E.2.3.1)**
(1) The following seats and service levels are added for ordering under the Delivery Order:
(i) Basic LAN and Remote-S & Basic LAN Access service levels
(ii) LANA, LANB, and LANC

(2) The following seats and service levels are not available for ordering under the Delivery Order:
(i) LAN1A, LAN1B, LAN2A, LAN2B, LAN3A, and LAN3B

d. **TELEPHONE SERVICE (Master Contract Table E.2.3.1)**
(1) The following seats and service levels are added for ordering under the Delivery Order
(i) PH5 (For seat description, see Part III, Section D, Item 11)
(ii) PH6 (For seat description, see Part III, Section D, Item 12)

(2) The following seats and service levels are not available for ordering under the Delivery Order:
(i) PH3 – Single and Dual service levels of Instrument types
(ii) PH3 – Standard and Speaker service levels of Feature set

11. <u>MOVES, ADDS, CHANGES CLARIFICATION</u> – In addition to the requirements specified in Master Contract NAS5-98144, E.3.1.8, Moves, Adds, Changes, a move, add, or change is further clarified to include the following:

a. A move is defined as de-installation, move and re-installation of system hardware requiring a physical dispatch of a technician or analyst.
b. Virtual moves do not count in computing the total number of moves included in the service levels. A virtual move is one that does NOT require a physical dispatch of a technician or analyst.
c. Moves are aggregated by service, for example, average of one move per year for each "seat" type in each of these categories: desktop, server, and communications services.
d. Wiring needed to provide connectivity to a seat is included in the seat price provided the basic infrastructure is in place to support it. If the basic infrastructure is not in place, then the service level goes down to the level the infrastructure can support.

12. CLARIFICATION OF CREDIT FOR OUTAGE

Outage is defined as when the one or more services (defined in Attachment E of the ODIN Master Contract) are unavailable **and** the return-to-service (RTS) metric is missed. Seat services include, but are not limited to, back-office, Shared Peripheral Services (SPS), e-mail, file services, etc.

In accordance with Master Contract A.1.9 (Credit for Outages), the Government is entitled to receive a credit of one-thirtieth of the monthly seat price for each day of outage. The monthly base (standard) seat price shall be used as the basis for calculation of the dollar amount.

The following shall be used in calculating the outage credit:

(a) The Master Contract provides for "full-day RTS" and "partial-day RTS" service levels.

    (1) The "full-day RTS" refers to the service levels associated with the "3 working days" and "close of next business day".
    (2) The "partial-day RTS" are those service levels associated with 8 work hours or less.

(b) When a subscribed metric is missed, all days beginning with the day that the ticket originated shall be considered in calculating the outage credit.

(c) The count of outage days will not include the days that are beyond the control of the Contractor.

(d) If the RTS is completed by noon, then the last day of outage will not be counted. If the RTS is completed after noon, then that day shall be counted.

(e) For "partial-day RTS" and priority services **when** the subscribed metric is missed but RTS is completed on the date that the outage was reported, the outage days shall include that day as a full day of credit.

(f) For both "full-day" and "partial-day RTS", the count of outage days shall include weekends and holidays, except for tickets that have **not** failed the metric on the day prior to a weekend or holiday. For these tickets, if the ticket fails later, then the count of outage days will exclude the weekend or holiday immediately following the outage but include any subsequent weekend or holiday.

(g) The following scenarios are provided as examples of the clarifications above:

RTS metric	Ticket opened	RTS completed	No. of days due credit
Close next business day	12/7/01, Fri.	12/11/01, Tues., 9 am	2
Close next business day	12/7/01, Fri.	12/11/01, Tues., 2 pm	3
Close next business day	12/7/01, Fri.	12/18/01, Tues., 2 pm	10
Four-hour	12/7/01, Fri, 1 pm	12/10/01, Mon, 2 pm	4
Four-hour	12/7/01, Fri, 6 am	12/7/01, Fri, 11 am	1

13. **INTEGRATED FINANCIAL MANAGEMENT (IFM) SUPPORT -** Pursuant to the Master Contract C.9.2 that identifies the Integrated Financial Management (IFM) as an agency-wide project to be supported by ODIN, the Contractor shall support IFM consistent with Triage Level 2 requirements and to maintain an end-user desktop environment that ensures continued successful access to IFM servers. In accordance with the Triage Level 2 requirements set forth in C.5.5.2 NON-ODIN SUPPORTED HARDWARE AND SOFTWARE (Triage Level 2), the Contractor shall install the software and facilitate resolution of problems by working, if necessary, with the Government identified POC. The Contractor shall also provide support in accordance with the following and the IFM Desktop Requirements Document. The Contractor shall reference the most updated version of the IFM Desktop Requirements Document.

The Contractor shall provide IFM application support as defined below:

   (a) The Contractor shall test and integrate the IFM software into the Center Standard Load.

   (b) The Contractor shall support pre-deployment activities through:
      (1) Participation in kickoff, planning and project meetings and workshops as appropriate
      (2) Participation in unit or system tests as appropriate
      (3) Assistance in the installation of development or project related software (e.g. Lotus Notes client, VISIO, etc.)
      (4). Modification of ODIN supported services (e.g. printer queue support, port definition, etc.)

   (c) The Contractor shall test, validate, and deploy new IFM modules/components through:
      (1) Configuration of desktops for test and validation purposes that may differ from the IFM Desktop Requirements Document.
      (2) Support desktops for training purposes that may differ from the IFM Desktop Requirements Document.
      (3) Perform module rollout to identified ODIN supported desktops in accordance with official center schedules and milestones.

   (d) The Contractor shall install and make operational specific versions of core software as specified in IFM Desktop Requirements Document for supported seats.

   (e) The Contractor shall update the user's baseline seat configuration to include appropriate IFM software.

    (f) The Contractor shall provide pre and post rollout/update reports to the DOCOTR or designee(s) that will include the following:
        (1) IFM user, scheduled/implemented date of the rollout/update
        (2) The user's software versions of the IFM client(s) and applicable supporting software
        (3) IFM user's desktop hardware configuration (i.e.,: memory and available storage space)

    (g) IFM Client and Web Service - The Contractor shall provide the following:
        (1) Installation and support of the specific version of core software as specified in IFM Desktop Requirements Document.
        (2) Installation on the desktop seat of a new release or version upgrade within 45 days of written notification that the software is available on the IFM software distribution server site.
        (3) Installation of approved requests for an initial (new user) load in accordance with the schedule of the subscribed service level of Master Contract E.3.1.8 MOVES, ADDS, CHANGES.
        (4) Installation on the desktop seat emergency updates/patches/fixes within 5 days of written notification that the software is available on the IFM software distribution server site.
        (5) Perform help desk function for IFM related calls in accordance with subscribed service levels.
            i. Perform help desk function for IFM related calls as Triage Level 2.
            ii. Assist **IFMP** Competency Center to:
                (a) Ensure appropriate IFM printer queues are assigned and functioning
                (b) Resolve trouble situations.

    (h) The Contractor shall attend and support meetings with IFM support staff as requested by the DOCOTR or designee.

14. <u>CLARIFICATION OF CONSUMABLES</u> -

a. For this Delivery Order, consumables are defined as:
      Paper
      Desktop Removable Media (such as CD, DVD, floppy and zip disks, or memory stick)
      Toner or print cartridges
      Spare batteries (such as for laptops and administrative radios).

b. Unless otherwise specified in this Delivery Order, the Contractor is not required to provide the above listed consumables in accordance with Master Contract A.1.33. For example, the PRN4 service includes toner and all other consumables with the exception of paper.

c. Except for paper and floppy disks, the Contractor shall make consumables available in the ODIN catalog.

d. The loss of the use of services purchased under the contract, due to lack of paper, print cartridge, or other consumable as defined by this Delivery Order, shall not be considered the Contractor's responsibility.

e. The inability of the device to function as intended due to the failure of other internal components is the Contractor's responsibility. For example, the loss of a laptop computer's portability due to the inability of the battery to hold a charge would be the contractor's responsibility.

15. **MISSION FREEZE NOTIFICATION** -
   a. Pursuant to Master Contract C.5.9.2, the mission freeze notification time is no less than three (3) working days prior to the freeze. An individual ODIN user or the DOCOTR may request a mission freeze by calling the ODIN Help Desk. The Contractor shall be responsible for tracking the mission freeze requirements and reporting the occurrences and duration to the DOCOTR or alternate DOCOTR. If access is required during the mission freeze, the Contractor shall coordinate access with the requesting user or applicable organization.

16. **PRIORITY SERVICE -** For the priority service pursuant to Master Contract Section C.5.9.4.2, an ODIN user calls the ODIN Help Desk to report a problem and identifies it as a "work stoppage" or "requiring a priority". The Contractor shall be responsible for obtaining approval from the DOCOTR or designee prior to providing priority service under this Delivery Order. The response time requirement shall begin with the receipt of the approval from the DOCOTR or designee.

17. **LOGIN DOMAIN SERVICES CLARIFICATION –** The Contractor shall be responsible for the Center's NASA login domain(s). The Contractor shall provide master account domain services including support for authorized users requiring access to Government data, electronic mail access, etc. Additionally, the Contractor shall perform routine checks to proactively maintain existing accounts. This support shall be provided as necessary or when requested by NASA personnel.

18. **SUPPORT FOR REMOTE USERS AT OSF CENTERS** – In addition to the requirements in Master Contract C.5.9.5, the Contractor shall provide local maintenance/help desk support for OSF travelers' seats or supported items while the traveler is at any OSF Center. This support shall be consistent with the service level that the user is entitled to at their primary Center.

19. **REMOTE SUPPORT -** OSF ODIN users in remote locations shall access ODIN Help Desk services by phone or e-mail and the contractor shall provide as much support as can be reasonably provided to customers over the phone (including remote diagnostics), consistent with Master Contract C.5.9.5. In addition, the ODIN Contractor shall provide technical support for helping OSF ODIN users in remote locations obtain access to their Center's network services. For ODIN seats with hardware located in remote locations (including Russia), the contractor shall not be required to provide hardware maintenance services until the equipment is returned to the contractor's service center (either at the user's center or some other appropriate location).

20. **COMPUTER/ELECTRONIC ACCOMMODATIONS PROGRAM (CAP) SUPPORT -** The Contractor shall support NASA employees in obtaining assistive technology in accordance with the Computer/Electronic Accommodations Program (CAP), a partnership between NASA and the Department of Defense.

   The ODIN responsibilities are as follows:

a. For users that currently have an ODIN desktop seat, the ODIN Contractor shall participate with CAP in identifying products that meet the users' needs and ensuring that they are compatible with the ODIN seat. CAP shall acquire and deliver the products to the user, or, if preferred, the ODIN Contractor.

b. If the service is ordered from the ODIN catalog, the ODIN Contractor shall install and set-up the products on users' seats. This includes making software changes to accommodate the CAP products. Any hardware or software items acquired through CAP and installed on the user's seat become the new supported system baseline for that seat.

c. The CAP products would be considered Government furnished property under the ODIN Delivery Order. The ODIN Contractor shall manage the CAP products in the same manner as other Government furnished property under their contract.

d. The ODIN Contractor shall be responsible for any necessary registering of the assistive technology after it is installed in the user's seat.

e. If maintenance support service is ordered from the ODIN catalog, the ODIN Contractor shall also be responsible for all maintenance and repair of the CAP product. However, this does not include replacement due to breakage or incompatibility with subsequent ODIN technology. Replacement products will be obtained through the CAP.

f. CAP will be responsible for any needed user training.

21. HARDWARE AND SOFTWARE DELIVERY REQUIREMENTS FOR SEATS WITHOUT MINIMUM PERFORMANCE SPECIFICATIONS -

a. This requirement applies to the hardware and software that the Contractor will provide to satisfy the seats that do not have minimum performance percentiles set forth in the Master Contract Table N.2.1.

b. For any seat type identified within this delivery order that has no minimum performance requirement specifications other than the specifications requirements within this document, the Contractor shall submit to the DOCOTR or designee the specifications for the new hardware and software that the Contractor proposes to provide for the seats.

c. The Contractor shall submit the specifications for approval no less than thirty (30) days prior to the beginning of the new calendar quarter. Delivery of the new offerings hardware and software shall begin the first (1st) business day of the new quarter (e.g. April 1, 2005).

d. The Contractor shall not deliver any previous authorized hardware or software past the beginning of the new quarter without written DOCOTR concurrence.

SECTION B.   DESKTOP SERVICES

1. **CLARIFICATION OF GP3 SEAT WITH REMOTE-S AND RC1 SEAT** (Reference Master Contract E.2.1.4 and E.2.3.8)

    a. For GP3 seat with Remote-S service level and home-use systems with VPN capability, the Contractor shall accommodate switched connectivity for remote access into the Center-wide network via dial-up or VPN technology, per Center specific guidelines. The Contractor shall provide a modem pool capability for users to have access 80% of the time. The Contractor shall monitor the accessibility and provide data every six months to the DOCOTR and make it part of the Level II metrics**.**
    b. RC1 seats may be ordered to support additional connectivity for Center requirements, such as dedicated service to various organizations or expanded capability for non-ODIN seats. The ordered RC1 seats do not fulfill the connectivity requirement for the GP3 seats.

2. **DESKTOP FILE SERVICES** – In accordance with Master Contract E.3.1.15, the Contractor shall provide a minimum of 50 MB of server file space for each ordered ODIN seat that includes the Basic service level.

3. **ADDITIONAL SERVICE LEVELS FOR FILE SERVICES -** Essential and Critical are added as service levels for File Services. The service levels for files services are defined as follows:

Service Levels	Typical Service Characteristic
None	No file services.
Basic	Fixed amount of server file space.
Regular	Twice the amount of server file space provided under the Basic service level.
Enhanced	Five times the amount of server file space provided under the Basic service level.
Essential	Ten times the amount of server file space provided under the Basic service level.
Critical	Twenty times the amount of server file space provided under the Basic service level.

4. **PERFORMANCE MEASUREMENTS** – The following sentence in the Master Contract N.1, PERFORMANCE MEASUREMENTS, is not applicable to performance under the Delivery Order: "To accommodate possible fluctuations due to the testing and ranking process, allowances of up to 10% below the offeror's Alterion baseline profile ranking will be considered."

    The contractor shall meet or exceed the minimum performance levels established for the Delivery Order. There is no acceptable range for rating below these minimums. Deviations with lower percentiles established for the Delivery Order will not be accepted.

5. **MINIMUM PERFORMANCE LEVELS** – The Contractor shall meet or exceed the following delivery order minimum performance levels for each platform.

a. The following table represents the minimum performance levels that shall be met or exceeded for each platform for each quarterly technology refreshment period during the performance of the delivery order.

MINIMUM PERFORMANCE LEVELS TABLE

Platforms	PC Desktop Scale	Mac Desktop Scale	PC Laptop Scale	Mac Laptop Scale	UNIX Desktop Scale
PC Desktops					
Entry-Level	64.0				
Mid- Level	73.0				
High-End	86.4				
Macintosh Desktops					
Entry-Level		58.7			
Mid- Level		75.3			
High-End		100.0			
PC Laptops					
Entry-Level			63.0		
Mid- Level			78.8		
High-End			90.0		
Lightweight			65.0		
Tablet PC			85.0		
Macintosh Laptops					
Entry-Level				57.6	
Mid- Level				100.0	
High-End				100.0	
UNIX Desktop					
Entry-Level					45.1
Mid- Level					59.4
High-End					85.6

b. The systems that have been certified by the NASA-selected third party certification firm and are accepted by the Government as satisfying the applicable quarter's minimum performance requirements are set forth in Delivery Order Attachment F.

6. **MASTER CONTRACT ATTACHMENT R BASELINE CORE SEAT COMPONENTS -** The Contractor shall baseline the core components at the current level at the end of the second OSF ODIN Delivery Orders and shall not reduce these for the remainder of the Delivery Order. On subsequent Master Contract Attachment R submissions, if the Contractor enhances one or more of the core components, then the enhancement shall become the new baseline for those components on the future submissions. The core components are

defined as processor speed, memory (RAM), hard drive capacity, video card memory, CD drive, removable media capacity, and monitor type, size, and resolution.

7. **TECHNOLOGY REFRESHMENT PROCESS** – The Technology Refreshment Process in Master Contract Section C.7.1.1 is supplemented to include the following:

   a. The Contractor is not required to perform Technology Refreshment during the month of December. The Contractor shall complete Technology Refreshment at a monthly minimum rate of 1/33 of the total number of seats eligible for technology refreshment. The Contractor is authorized to accelerate the tech refresh rate but shall meet the minimum until at least 1/3 of the seats are tech refreshed during each contract year.
   b. When the Enhanced hardware technology refreshment service level is ordered, the Contractor shall refresh at a monthly minimum rate of 1/16 of the total seats eligible for technology refreshment. The Contractor is authorized to accelerate the tech refresh rate but shall meet the minimum rate each month until at least 2/3 of the seats are tech refreshed during the first year.
   c. The Government may require a change to the normal refreshment period, e.g., the refreshment is required to occur sooner than the standard period defined, for a given seat. This request shall be implemented by selecting an early technology refreshment option under the ODIN catalog. The total price for this option shall be calculated based upon a fixed monthly price (by seat type) times the number of months prior to the normally scheduled technology refreshment. If the seat type is changed as part of an early technology refreshment option, the early technology refreshment price will be based upon the fixed monthly price of the new seat (e.g. changing from a GP1 to an SE1 or from a GP1 to a GP3). In every case, the refreshed seat shall receive at a minimum, hardware equivalent to that specified in the currently approved Master Contract Attachment R.
   d. The Contractor shall notify the user at a minimum of 45 days prior to scheduled technology refreshment date in order for the user to coordinate any seat changes and/or augmentations. The Contractor shall offer catalog augmentations at a reduced price when ordered at least thirty (30) prior to scheduled refresh date. With approval by the DOCOTR, the Contractor will not be penalized towards satisfying the monthly refreshment rate if delivery is impacted by user's refusal to accept at an agreed upon date or if user refuses the technology refreshment.
   e. Early technology refreshment shall not count towards satisfying the monthly refreshment requirement.

8. **SEMI-ANNUAL ATTACHMENT R CONFIGURATION PROCESS** - The purpose is to achieve hardware savings through standardizing the Attachment R configurations for volume hardware buys. The certified and accepted Attachment R configurations for the April and October quarters will remain constant for a six-month period.

   This process does not change the current schedule for technology refreshment of ODIN Desktop seats based on Center-specific technology refreshment periods. The schedule will continue to be met.

   The certification of the equipment for technology refreshment based on the performance specifications in Attachment R shall continue to be accomplished on the prescribed quarterly basis. If the submitted configuration(s) fails to meet the performance specifications for the January or July quarters, the Contractor shall offer new configuration(s) that does meet or

exceed the baseline or submit a request for waiver. If new configuration or a waiver is offered and approved, the Contractor shall either deliver the new configuration in lieu of the April or October standardized configuration or continue to provide the January and July configurations based on NASA consent.

9. **BASELINE SEAT CONFIGURATION –** For all GP and SE desktop seats, the Contractor shall maintain a process to approve changes to the baseline seat configuration and obtain approval of the process by the DOCOTR. This process shall provide a method to document all baseline seat configurations and changes including all catalog augmentations. Changes to the established baseline configuration of an individual seat shall be coordinated with the user. The Contractor and user must jointly agree that the updated seat configuration is stable and interoperable. Once this is agreed upon, this becomes the user's baseline seat configuration. In cases where a mutual agreement regarding seat configuration cannot be reached, the matter will be presented to the DOCOTR and the Contractor's Center Program Manager for resolution.

   The Contractor shall continue to provide electronic access of the individual user's baseline seat configuration to the individual user and the DOCOTR or designee.

10. **MAINTAIN SEAT FUNCTIONALITY** – Whenever the Contractor repairs, replaces or refreshes a GP or SE seat, the Contractor is responsible for ensuring that all functionality of the seat, as defined in the approved baseline seat configuration, is operating properly. The Contractor shall include the cost of this responsibility in the seat price. The reinstallation of any hardware and software shall not be counted in the Center's allocation of move/add/changes.

   (a) All ODIN catalog products and services that were acquired under the previous Center second delivery order ("DO2") shall be included in the user's baseline configuration and shall be supported at the original maintenance level, i.e., Category 1 or Category 3.

   (b) For items not acquired through the ODIN catalog and under the Center's initial delivery order ("DO1"), the Contractor shall perform their best effort to reinstall the component.
      i. If the internal/external component is fully compatible with the seat, the Contractor shall reinstall the existing internal and external devices, including monitors, to the user's seat.
      ii. If the Contractor cannot reasonably reinstall the component due to incompatibilities, the Contractor is not required to reinstall the component. The Contractor shall identify all instances of incompatibilities to the DOCOTR or designee. If the user still requires the service, the Contractor shall identify to the user possible solutions to provide the required service. If additional hardware (e.g., video cards) or software is required to make the system operable, the user would be required to acquire the additional hardware and/or software in order to maintain functionality.

   (c) The Contractor shall restore all user data, preferences, and settings to the best extent possible, to the repaired, replaced, or refreshed seat.

11. **CLARIFICATION FOR MAINTAIN SEAT FUNCTIONALITY -**

(a) Full Restore to Service (FRTS) requires the Contractor to restore a user's workstation to the approved Baseline Seat Configuration (BSC) at the time of failure. FRTS includes the reinstallation and re-attachment of all hardware and software in the BSC for that seat.

(b) Maintenance is defined as the preventive and remedial actions necessary to maintain the subscribed level of functionality throughout the Delivery Order. Maintenance is always at least "best effort". Original equipment manufacturer (OEM) means "best effort" plus whatever OEM maintenance is in force (which for software means patches, service packs, service releases, and such), from the vendor and made available to the customer. Full maintenance requires the Contractor to be fully responsibility for restore-to-service within the time period defined by the seat level of service.

(c) The matrix below summarizes the level of service provided by the Contractor in maintaining seat functionality for this Delivery Order:

			Category	Triage	Tech Refresh	**FRTS**	**Maintenance** (Note1)
BSC	Basic	**Desktop Computer**	N/A	1	Yes	Yes	Full
BSC	Basic	**Standard Load S/W**	N/A	1	Yes	Yes	Full
BSC	Basic	**Catalog H/W & S/W**	1	All	No	Yes	Full (Note 3)
BSC	Basic	Catalog H/W & S/W	3	1	No	Yes	OEM
BSC	LSC	Catalog H/W & S/W	3	3	No	Yes	OEM
BSC	LSC	**Non-ODIN H/W-S/W**	3	3	No	Yes	Best Effort (Note 2)

(1)   Baseline Seat Configuration (BSC) is the desktop seat configuration as formally baselined at the start of the Delivery Order.
(2)   Basic is the desktop seat configuration as defined in the ODIN Master Contract.
(3)   Local Seat Configuration (LSC) identifies the additional items to be included in the FRTS.
(4)   Non-ODIN – desktop seat components (hardware and software) acquired outside of ODIN that are part of FRTS.
(5)   Category is the Catalog Category at which the catalog item was acquired.
(6)   Triage is the Triage Level required for support of an item as defined in ODIN Master Contract paragraph C5.5 et seq.
(7)   Tech Refresh is the scheduled replacement of a hardware or software item as defined in ODIN Master Contract paragraphs E.3.1.6 and E.3.1.7.
(8)   Obsolescence is the state in which a hardware or software component functions as it is supposed to but no longer is compatible with the IT environment at a particular Center. With regard to compatibility with the existing environment, as NASA adopts new IT standards, it is probable that certain equipment may not interoperate properly with the new standards. In such a case, the equipment is functioning as it is supposed to, but it is obsolete with regard to working with the new standards.

(9) **NOTE 1:** Items that fail will be replaced under maintenance with equipment that is equivalent or better, new or refurbished; however there is no obligation to provide brand new equipment.

(10) **NOTE 2:** If users require service at Category 1, they can request it via the catalog. The Contractor shall work with the Centers to determine the products for which Category 1 services are offered.

(11) **NOTE 3:** In the event of obsolescence, the Contractor shall replace the equipment with like functionality throughout the period of the Delivery Order.

12. **RESTORE TO SERVICE** – The Contractor shall restore a workstation such that the user has access to the documented baseline seat configuration prior to the failure.

13. **DESKTOP SEAT CHANGES** – If the Government changes a seat type during the Center Delivery Order, e.g., from a GP1 to a GP3 for a person moving from a traditional desktop system to a portable system with a docking station, the monthly seat price shall change to the existing price of the new seat type. The user will receive hardware to meet the functionality of the new seat either:
    a. At the scheduled technology refreshment period of the existing seat, or
    b. By an early technology refreshment ordered through the catalog, or
    c. Upon negotiation of a change in the technology refreshment schedule by the DOCOTR.

If a user requires a seat type change, the change must occur a minimum of 30 days prior to the scheduled technology refreshment date, unless otherwise approved by the DOCOTR, to avoid incurring additional costs above the change in seat type cost. If the user has already received the scheduled technology refreshment during this delivery order period and requires a new workstation immediately, the Government will order early technology refreshment from the catalog.

14. **DELIVERY OF NEW AND TEMPORARY DESKTOP SEATS** – For new and temporary seats, the Contractor shall provide the ordered services within the times established below. Delivery of new and temporary seats is in addition to the scheduled technology refreshment deliveries.

    a. Standard seats without augmentations shall be delivered within 5 work days. SE2 seats shall be delivered within 10 work days. Seats with UNIX platforms shall be delivered within 20 work days.
    b. Seats with augmentations shall be delivered within 10 work days. SE2 seats with augmentations shall be delivered within 15 work days. Augmented seats with UNIX platforms shall be delivered within 30 work days.
    c. The Contractor is not required to deliver more than 50 new and temporary seats per week. If the cumulative orders for any week exceed 50 new and temporary seats, the delivery of new seat and temporary orders in excess of this quantity will be negotiated with the DOCOTR.
    d. The Contractor is not required to deliver temporary UNIX seats.

The delivery of new and temporary desktop seats shall meet the current approved Attachment R, unless otherwise approved by DOCOTR.

15. <u>DESKTOP RELATED MAINTENANCE</u> (Reference Master Contract E.3.1.3, E.3.1.4 & E.3.1.5) – When ordering hardware maintenance, system software maintenance, or ODIN application software maintenance for a seat, the Government will order the same restore to service level. This will apply whenever all three or any combination of the maintenance services is ordered.

When a user orders critical maintenance for any of the above maintenance service levels, the user will order enhanced integrated customer support /help desk service level (Master Contract E.3.1.11).

In the event of inconsistencies, except for where the ordered service level is none, the maintenance service level will default to the highest service level ordered for any of the three items.

16. <u>SE2 DESKTOP SEAT</u> – The Premium SE2 PC and MAC Seats shall be the standard platform services for the SE2 desktop seat under the delivery order.

    a. The functionality that is typically met is as follows:
       (1) Desktop publishing: advanced 2D graphics acceleration, large system bandwidth, cross-platform capability and superior display technology with color calibration capabilities.
       (2) Modeling: graphics horsepower, memory, ultra-fast I/O, and bandwidth to render complex 2D/3D models and images with large polygon counts in real time.
       (3) Image processing: bandwidth and memory capacities to let visual professionals load, pan, zoom, view, and edit large images such as detailed photographs and maps at interactive speeds.
       (4) Video editing: an integrated analog video interface and wide system bandwidth combine to produce professional video editing capabilities at interactive speeds.
       (5) Simulation: extraordinary throughput for visualization of large, complex databases and models—from architectural walk-through to flight simulations to 3D environments.
       (6) S/W developer: accelerated 2D, 3D, imaging, and I/O capabilities—plus specialized software that leverages the OpenGL® extensions integrated into the system
       (7) Platforms in this seat are also capable of accessing the minimum Agency and Center standard office automation software suite at acceptable performance levels.

17. <u>DOCKING STATION FOR GP3 SEAT</u> – The Contractor shall provide an optional docking station for the GP3 Seat. This service level is added to the service levels identified in Desktop Service Level Definitions of the Master Contract E.3.1.

    a. The docking station service level is defined as follows:

    Docking Station Services
    <u>Service Description</u>: Provides all services required to provide Docking Station service and network (LAN) access from a docking station. The contractor shall meet or exceed the requirements specified below. Services include:
    (1) Monitor (except for TabletPC), keyboard, mouse and speakers
    (2) Network interface card

(3) Parallel connection capability, serial connection capability, USB connection, and monitor connection capability
(4) Power supply and power connection capability, if available

Service Levels	Typical Service Characteristic
None	No Docking Station Service provided.
Basic (other than TabletPC)	Docking Station Service provided
Basic (TabletPC) with no monitor	Docking Station Service provided without monitor

18. CARRYING CASE AND STANDARD LAN SERVICE LEVEL FOR GP3 SEAT -

a. In addition to the requirements identified in Master Contract Section E.2.1.4, the Contractor shall provide a laptop carrying case with each GP3 seat.
b. For the Delivery Order, the Remote-S and Basic LAN is the standard LAN service level for the PC platform.

19. GUIDELINES FOR LAPTOP LOANER POOL SERVICES

a. The Contractor shall provide, at a minimum, the following services for ODIN seats that include the Laptop Loaner Pool option:
(1) Maintain Center standard load
(2) Maintain any organization specific software configurations (including software in addition to the standard load that the organization has ordered through the catalog for the specific seat)
(3) Battery recharge and/or exchange
(4) Remote access setup and guidance
(5) Data transfer support (moving data from a server to the laptop or vice versa)
(6) Remove user data from laptop

b. The Laptop Loaner Pool services shall be provided at an ODIN defined location (preferably on-site) and will be referred to as the Laptop Loaner Center (LLC). The NASA parties responsible for determining who may use the laptop will be identified by the DOCOTR or designee. Only the coordinator can authorize the checkout of a loaner pool laptop. Each center may have multiple coordinators, a primary and alternate responsible for each organization.

c. Laptop Loaner Responsibilities:
(1) The Contractor shall be responsible for maintaining the current status of all laptops in the Laptop Loaner Pool by user's name and date of last checkout for each device. The laptop coordinator is responsible to track any other information he/she needs such as due date, length of checkout, etc.
(2) The Contractor has primary responsibility for the property. The user is responsible for the property while it is checked out.
(3) The Contractor shall be responsible for ensuring that the organization that ordered a specific laptop is the sole user of the laptop. The Contractor may use an organization's laptop to meet another organizations laptop loaner need only if the affected organization's coordinator has authorized the request. If a user uses another organization's laptop, the laptop will remain in the loaning organization's configuration.

d. The process to request a laptop from the Laptop Loaner Center (LLC) is as follows:
    (1) Coordinator gets request from user.
    (2) Coordinator notifies the Contractor of the requirement, at a minimum, two days prior to the date needed (via e-mail, fax or phone call) to release laptop to a specific user.
    (3) User notifies ODIN LCC if there is any data that needs to be transferred from the server to the laptop loaner
    (4) User goes to LLC to pick up laptop and signs appropriate paperwork prepared by the Contractor.
    (5) When user is finished with the laptop, user returns laptop to the LLC.
    (6) The Contractor prepares machine for next checkout.

20. **STANDARD MONITOR REQUIREMENT** - The standard monitor for GP1, GP2, and SE1 desktop seats delivered under the Delivery Order shall be a 17" flat panel monitor, except for the SE2 Premium Seats.

The minimum monitor for the SE2 PC Premium Seat shall be a 19" flat panel with an optional catalog augmentation to replace with a 21" Cathode Ray Tube (CRT) monitor at no additional price.

The minimum monitor for the SE2 MAC Premium Seat shall be a 20" Apple Display.

Any deviations from this shall be approved by the DOCOTR.

21. **RETAIN EXISTING MONITORS** – The Government reserves the right to retain existing monitors. During hardware technology refreshment, and upon request by the user, the Contractor shall reinstall the existing Government-owned monitor to the user's seat. On a best effort basis, the Contractor shall attempt to ensure that this monitor works properly with the new-refreshed system. If additional hardware (e.g., video cards) or software is required to make the system operable with this existing Government-owned monitor, the user will order the required hardware and/or software from the catalog. When the existing Government-owned monitor becomes inoperable and is no longer reparable, the Contractor shall replace the monitor with the corresponding monitor for the ordered seat. The user may choose to upgrade the seat monitor via the catalog at that time for an enhanced monitor.

There is no credit to the seat price when the Government retains an existing monitor and there is no additional charge to the seat when the Contractor replaces the Government-owned monitor with the corresponding seat monitor.

22. **EXPANDED MA2 MAINTENANCE**: In addition to the services required by the Master Contract, the Contractor shall provide equivalent maintenance to the "full-care" support, as identified on the attached "Summary of Expanded MA2 Maintenance Support" document, for the ordered UNIX architecture.

23. **NETWORK PRINTER (PRN) SEATS** – For this delivery order, the PRN seats provide ODIN provided and managed networked printers. The print services provided by the PRN seats do not change or alter the existing network printers being managed by ODIN. The PRN seats will provide the capability for the Government to supplement the current network printers. The Government retains the right to define the on-site location of the PRN seat and

the users accessing the printer. Even though the PRN seats provide shared peripheral services, the PRN network printers shall not be included in the calculation to meet the distance requirements set forth in Master Contract E.3.1.14. The Contractor shall provide written notification to the DOCO no less than forty-five (45) days prior to any change in the printer manufacturer/model that the Contractor will use to provide the PRN seat services.

The printer seats are defined below:

a. **PRN1 DESCRIPTION**
Functionality: Provides a network entry-level black and white laser printer at a customer-designated location for use by customer-designated desktops.
Standard Services:

Service Type	Service Level	Typical Service Characteristic
Printer	Entry-level Black & White Laser Printer	Black & White print functionality capable of 20 ppm and 1200 dpi, at a minimum
Restore to Service	Regular	Restore to service close of business next day
Moves, Adds, Changes	Regular	<=5 moves/adds/changes completed within 2 work days
LAN Services	Basic LAN	Provides access to the existing infrastructure capability
User Configuration	Basic	Less than 10 Users configured for access to printer

b. **PRN2 DESCRIPTION**
Functionality: Provides a network mid-level black and white printer at a customer-designated location for use by customer-designated desktops.
Standard Services:

Service Type	Service Level	Typical Service Characteristic
Printer	Mid-level Black & White	Black & White print functionality capable of 35 ppm and 1200 dpi, at a minimum
Restore to Service	Regular	Restore to service close of business next day
Moves, Adds, Changes	Regular	<=5 moves/adds/changes completed within 2 work days
LAN Services	Basic LAN	Provides access to the existing infrastructure capability
User Configuration	Regular	Less than 50 Users configured for access to printer

c. **PRN3 DESCRIPTION**
Functionality: Provides a network entry-level color printer at a customer-designated location for use by customer-designated desktops.
Standard Services:

Service Type	Service Level	Typical Service Characteristic
Printer	Entry-level Color	Color laser print functionality capable of 16 ppm print speed black (best quality) and 4 ppm print speed color (best quality); 600 dpi black and 600 dpi

Service Type	Service Level	Typical Service Characteristic
		color, at a minimum
Restore to Service	Regular	Restore to service close of business next day
Moves, Adds, Changes	Regular	<=5 moves/adds/changes completed within 2 work days
LAN Services	Basic LAN	Provides access to the existing infrastructure capability
User Configuration	Regular	Less than 50 Users configured for access to printer

d. **PRN4 DESCRIPTION**
  Functionality: Provides an enterprise-class network black and white printer at a customer-designated location for use by customer-designated desktops.
  Standard Services:

Service Type	Service Level	Typical Service Characteristic
Printer	Enterprise-level Black & White	Black & White print functionality capable of 62 ppm and 600 dpi, at a minimum, with integrated duplex print capability. Printer shall have sufficient storage capability to process documents at the printer rather than on the network. Printer service includes toner and all other consumables with the exception of paper.
Restore to Service	Regular	Restore to service close of business next day
Moves, Adds, Changes	Regular	<=5 moves/adds/changes completed within 2 work days
LAN Services	Basic LAN	Provides access to the existing infrastructure capability
User Configuration	Enhanced	Unlimited on-site access to printer

24. **PRINTER SERVICE LEVELS -** The following printer service level definitions are as follows:
  (1) **PRINTER**
    Service Description: Provides the services to ensure network print capability in a designated location by designated users. Services include requirements analysis, hardware and system software acquisition, testing, verification, and installation, printer queue management, and printer maintenance.

Service Levels	Typical Service Characteristic
Entry-level Black & White	Black & White print functionality capable of 20 ppm and 1200 dpi, at a minimum
Mid-level Black & White	Black & White print functionality capable of 35 ppm and 1200 dpi, at a minimum
Entry-level Color	Color laser print functionality capable of 16 ppm print speed black (best quality) and 4 ppm print speed color (best quality); 600 dpi black and 600 dpi color, at a minimum
Enterprise-Level Black & White	Black & White print functionality capable of 62 ppm and 600 dpi, at a minimum, with

Service Levels	Typical Service Characteristic
	integrated duplex print capability. Printer shall have sufficient storage capability to process documents at the printer rather than on the network. Printer service includes toner and all other consumables with the exception of paper.
Integrated Scanning Option	Provides high-speed black & white scanning and document archiving capability that is fully integrated with the printer functionality. Scanning provided at 50 ppm or higher, at resolutions up to 600 dpi. Available for Enterprise Level Black and White printers only.

(2) **RESTORE TO SERVICE**

Service Description: Provides standard maintenance services including:
- ⟨ System diagnostics and trouble shooting
- ⟨ System and component maintenance
- ⟨ Configuration changes, tracking, and documentation

Service Levels	Typical Service Characteristic
Basic	Restore to service within 3 working days
Regular	Restore to service by close of next business day
Premium	Restore to service within 8 work hours
Enhanced	Restore to service within 4 work hours
Critical	Restore to service within 2 contiguous hours

(3) **MOVES, ADDS, CHANGES**

Service Description: Provides services to perform user requested printer hardware, de-installation, move and re-installation. A change in service level does not count against the cumulative number of moves, adds, changes allowed per year. A request for move/add/change service is defined as a service delivery order. Each service delivery order can request to move/add/change multiple ODIN seats. Service delivery orders are independent of each other. Individual service delivery orders shall not be combined without the consent of the requesters. The following service levels apply to each service delivery order.

Service Levels	Quantities	Typical Service Characteristic
Regular:	<=5 moves/adds/changes	Completed within 2 work days
	6 - 24 moves/adds/changes	Completed within 5 work days
	25 - 50 moves/adds/changes	Completed within 10 work days
	> 50 moves/adds/changes	Requires time to be negotiated with the Contractor
Enhanced:	<=5 moves/adds/changes	Completed within 1 work day
	6 - 24 moves/adds/changes	Completed within 2 work days
	25 - 50 moves/adds/changes	Completed within 5 work days
	> 50 moves/adds/changes	Requires time to be negotiated with the Contractor

(4) **LAN SERVICES**

Service Description: Provides all services (end-user site and infrastructure) required to provide network (LAN) access of the prescribed service level. LAN services shall meet or exceed the performance requirements specified below. Services include:
- Connection of a given, properly configured ODIN seat to the LAN
- Verification of operation
- Installation and verification of communications-oriented system software (if not provided under System Provision service)
- Includes ODIN Communications Services: LAN administration and control (NCC services) including any and all servers required to deliver LAN operations, WAN services, remote LAN services, network services (DNS, WINS, etc.), IP address management, LAN security; and administration of all cable plant infrastructure and cable terminal equipment. This includes replacements and upgrades of associated equipment (e.g., repair and replacement of routers and switches). LAN services are provided 24x7, 365 days/year.

Service Levels	Typical Service Characteristic
Basic LAN:	Provides access to the existing infrastructure capability.

(5) **USER CONFIGURATION**

Service Description: Provides all services required to provide designated users the ability to print to the PRN seat.

Service Levels	Typical Service Characteristic
Basic:	Less than 10 users configured for access to printer
Regular:	Less than 50 users configured for access to printer
Premium:	Less than 100 Users configured for access to printer
Enhanced:	Unlimited on-site access to printer

(6) **UNIVERSAL PRINT DRIVER MANAGEMENT**

Service Description: Provides software licenses, server hardware, and system administration services to implement universal print driver services to enable users of the designated seat the ability to print to any ODIN network print device with a single printer driver. System administration services also include automatic redirection of print requests in the event of congestion or print device failure.

Service Levels	Typical Service Characteristic
None:	No ODIN-provided universal print driver management service; 300 licenses for print driver software are included with PRN4 hardware. Software is customer managed and installed; customer provided print server required
Basic:	Includes services and licenses for 300 clients acquired in conjunction with the PRN4 hardware
Regular:	Includes services and licenses for 200 additional clients (total of 500 licenses supported)
Premium:	Includes services and licenses for 200 additional clients (total of 700 licensees supported)

25. **SHARED PERIPHERAL SERVICES (SPS) DUPLEX PRINTING** - For any new printers provided as shared peripheral service under this Delivery Order, the Contractor shall provide printers that include non-manual duplex printing. The Contractor is not required to replace or retrofit printers, which are currently in use at the time the Delivery Order is issued, to meet this duplex print requirement. The page per minute (ppm) performance requirements shall be applicable to printer operation but not duplex printing.

26. **SHARED PERIPHERAL SERVICES (SPS) COLOR REQUIREMENT–** For any new color printers provided as shared peripheral service under this Delivery Order, the Contractor shall provide laser color print services. The Contractor is not required to replace or retrofit printers, which are currently in use at the time the Delivery Order is issued, to meet this laser color print requirement.

27. **ADDITIONAL SERVICE LEVELS FOR LAN SERVICES** – Basic LAN and Remote-S & Basic LAN service levels are service levels for LAN Services. These service levels are defined as follows:

Service Levels	Typical Service Characteristic
Basic LAN	Access to the existing network infrastructure
Remote-S & Basic LAN	Remote LAN access using a standard modem and provides access to the existing network infrastructure.

28. **ADDITIONS TO THE PLATFORM SERVICE LEVEL** –The following requirements supplement the desktop platforms identified in Master Contract Section E.3.1.1

   a. The Contractor shall provide the lightweight laptop as an optional platform service level for the GP3 seats and the premium desktop replaces the Master Contract standard platform service level for the SE2 seats.

   b. The Premium PC Platform shall be a single CPU on a motherboard with the capability to support multiple central processing units (CPUs) for maximum system and graphical capabilities.

   c. The Premium MAC Platform shall be a dual CPU on a motherboard for maximum system and graphical capabilities.

   d. The typical service characteristics for the added service levels are as follows:

Service Levels	Typical Service Characteristic
Premium	High-end PC or MAC desktop functionality
Laptop-Lightweight	Lightweight PC laptop functionality

29. **INTEGRATED CUSTOMER SUPPORT/ HELP DESK CLARIFICATIONS**
   a. The enhanced service level under Master Contract E.3.1.11 is clarified such that the Contractor shall provide integrated customer support/help desk services 24 hours per day, seven days per week. However, this does not guarantee desk side problem resolution 24 hours per day, seven days per week. In order to receive problem resolution 24 hours per day, seven days per week, the user must order the critical service level under hardware, system software and/or ODIN-application software maintenance.

b. The contractor shall record after hours trouble calls when the user places the call. The restore to service timer begins at 6 am on the following day unless the user has subscribed for 24 hours per day, seven days per week support. For the 24 hours per day, seven days per week support, the restore to service timer begins when the service call is received. The contractor shall be responsible for coordinating the problem resolution with the user.

c. If a problem recurs within 5 business days from the date that the original ticket was closed, the Contractor shall re-open the original trouble ticket. The original closed date shall be discarded and the new closed date shall be applicable to the ticket.

30. <u>**E-MAIL SERVICES AS SERVICE LEVEL FOR DESKTOPS**</u> **-** The following service levels are incorporated for desktop seats. The None service level will be available for ordering only if the Government elects to implement e-Presence, or similar project that will provide the email services.

E-MAIL SERVICES

Service Level	Typical Service Characteristic
None	No e-mail services
Standard	E-mail services normally provided with the ODIN standard seat

31. <u>**E-MAIL STORAGE SERVICES AS SERVICE LEVEL FOR DESKTOPS**</u> **–** The following requirement adds e-mail storage services for desktops and supplements the services set forth in Master Contract E.3.1 DESKTOP SERVICE LEVEL DEFINITIONS.

E-MAIL STORAGE SERVICES
Service Description: Provides fixed amount of e-mail storage space on ODIN provided e-mail servers. The Contractor shall restore files from backup at the user's request by close of next business day.

Service Levels	Typical Service Characteristic
None	No e-mail storage space services. (Only orderable if "none" is ordered as e-mail services.)
Basic	Fixed amount of e-mail storage space.
Regular	Twice the amount of e-mail storage space provided under the Basic service level.
Enhanced	Five times the amount of e-mail storage space provided under the Basic service level.

32. <u>**MISCELLANEOUS MAINTENANCE SEAT (MA-MISC)**</u> **-** For this Delivery Order, the MA-MISC seat is added as a desktop seat. The description is provided below:

MA-MISC SEAT DESCRIPTION

Functionality: Provides standard maintenance services for a variety of computer peripherals and related hardware that is not directly associated with an ODIN seat. The purpose of this seat type is primarily to provide hardware maintenance and optionally print queue services for specialty printers, plotters, scanners, or other electronic equipment that does not fit the traditional definition of a "computer" (even though it may have an embedded CPU). The hardware in this seat type does not require connectivity

to an ODIN managed network. System administration and system software services are made available if necessary for the effective functioning of the equipment. Moves/adds/changes are provided to accommodate the installation of catalog orders.

Standard Services:

Service Type	Service Level	Typical Service Characteristics
Platform	None	No hardware is provided by the outsource vendor
Application Software	None	No software suite provided
H/W Maintenance	Regular	Restore to service by close of next business day
Systems Software Maintenance	None	No support for system software
ODIN-Application Software Support	None	No support for ODIN provided application software
Moves/Adds/Changes	Regular	Catalog orders installed/operational in 10 work days
LAN Services	Standalone	No network connection
Int. Cust. Support/Help	Regular	Full, 12x5 6 AM to 6 PM
Training	None	No training is provided
System Administration	Basic	User controlled
Shared Peripheral Services	None	No access to network B&W printers
File Services	None	No server space
Local Data Backup and Restore	None	No local data backup and restore services
Desktop Conferencing	None	No desktop conferencing services
Laptop Loaner Pool Management	None	No loaner pool management services
Print Queue Services	None	No print queue or print queue maintenance

33. **PRINT QUEUE SERVICES FOR MA-MISC SEAT–** The following requirement adds print queue services for the MA-MISC seat and supplements the services set forth in Master Contract E.3.1 DESKTOP SERVICE LEVEL DEFINITIONS.

PRINT QUEUE SERVICES
Service Description: Provides print queue or print queue maintenance

Service Levels	Typical Service Characteristic
None	No print queue or print queue maintenance
Regular	Print queue or print queue maintenance

34. **CLARIFICATION FOR NAD SEATS** (This applies only to PC and MAC platforms) -

a. The Standard Application Software Suite Service Level for ODIN Application Software is added as an optional service for the NAD seat. This service is only available for those seats with PC and MAC hardware platforms and is limited to the Center standard software load.

b. The Basic, Regular and Premium Service Levels for ODIN Application Software Maintenance are added as options for the NAD seat. This service is limited to PC and MAC systems. For the NAD seat, the service provided under ODIN Application Software Maintenance is limited to patches and does not include any installation, diagnostics, or troubleshooting.

c. Regular and Enhanced Service Levels for Software Tech Refresh are added as options for the NAD seat. This service is only available for those seats with PC and MAC hardware platforms and is limited to the Center standard software load.

d. The Contractor shall be responsible for providing the Center's standard load to the NAD user. The Contractor will not be held responsible for installing or integrating the standard load into the user's desktop configuration.

e. The Contractor shall support the standard load in accordance with the Integrated Customer Support/Help Desk service for the NAD seats ordered with the optional ODIN Application Software Service. The Help Desk support does not include support for the operating system or support to integrate the standard load onto the hardware configuration.

35. **TABLET PC PLATFORM** – The Desktop Services are supplemented to add the Tablet PC Platform as an optional service for the GP3 PC Seat.

Service Description: Provides the services to ensure appropriate computer platform hardware (e.g., processor, memory, disk, network interface card) and system software (e.g., operating system, network operating system) is available to the specified Seat Type. Services include requirements analysis, hardware and system software platform acquisition, testing, verification, and installation in accordance with the specific technology refreshment cycles.

The Tablet PC laptop is intended to fulfill the majority of NASA's requirements for wireless portable computing for those users desiring a unit that will allow taking notes using natural handwriting with a stylus or digital pen on a touch screen. The unit is intended to function as the user's primary personal computer as well as a note-taking device. At a minimum, the unit shall internally include: processor, display that rotates 180 degrees and can be folded down over the keyboard, full function keyboard, modem, wired Ethernet and wireless Ethernet connections, hard disk, connections for external peripherals, weigh no more than 4.5 pounds, and include those components that are typically included in commercially available tablet pc laptops. Included as part of the seat, the contractor shall provide the necessary docking station/peripherals required to provide the full functionality of a GP3 seat.

Each platform shall meet or exceed the performance measure specified in Master Contract Attachment N, ODIN Performance Specifications.

Each platform shall meet or exceed the minimum configuration recommended by the software manufacturer for the software installed with each seat. All components of the standard software load shall be capable of correct simultaneous execution and mutual interaction on each seat's platform.

**36. <u>ODIN DEFAULT SERVICE LEVEL FOR MASTER CONTRACT E.3.1.1.1,
     <u>ARCHITECTURE</u> –</u>** This section is revised to read:

Service Levels	Typical Service Characteristic
ODIN Default	Basic UNIX functionality running Red Hat Linux Operating System

37. <u>MOBILE COMPUTING (MC) SEAT</u> – For this Delivery Order, the following seat is added:

Seat Description:
a. **Functionality**: Provides BlackBerry wireless enterprise solution services capable of providing both voice and data communication, including GSM/GPRS capability for international communication.   Included with the MC Seat instrument, the Contractor shall provide the battery, travel and car battery chargers, cradle, carrying case (holster), and ear bud. An initial battery is provided with the Mobile Computing seat. Additional batteries are considered a consumable. The Contractor shall provide hardware refreshment of the instruments provided as part of the seat. The Contractor shall provide all required software licenses.

The instruments shall provide the following functions, as a minimum:

(1) Silent mode
(2) Electronic lock (programmable)
(3) LCD display
(4) Mute control
(5) Automatic redial
(6) Call return
(7) Caller ID
(8) Caller waiting

b. **Standard Services:**

Service Type	Service Level	Typical Service Characteristic
Instrument	Voice-Enabled	Voice-enabled Wireless Handheld
Hardware Refreshment	Enhanced	System replacement every 1.5 years
Service Plan	Data with 500 Voice	Unlimited data transmittal; 500 anytime voice minutes per month
Line Type	None	No connection
Voice Mail	Standard	15 minutes of voice mail storage
Feature Set	Cellular	Low battery indicator, roaming, caller ID
Int. Cust. Support/Help	Regular	Full, 12x5 6 AM to 6 PM
Moves/Adds/Changes	Regular	<= 5 moves/adds/changes completed within 2 work days
Restore to Service	Premium	Restore to service within 8 work hours

c. The Contractor shall support the necessary hardware, software, assembly, installation, activation of the servers and interface with the Exchange server in support of the Mobile

Computing Seat. The configured system(s) shall be incorporated into the OAO-ODIN institutional IT support structure.

38. MOBILE COMPUTING (MC) SEAT SERVICE LEVELS - The following service levels are added for the MC seat:

a. Instrument is added as a service type for the MC Seat. The service description and service levels are defined as:

Service Description: Provides the wireless handheld instrument type.

Service Level	Typical Service Characteristic
Voice-Enabled	Voice-enabled Wireless Handheld
No Instrument Provided	No ODIN-provided instrument

b.   Service Plan is added as a service type for the MC Seat. The service description and service levels are defined as:

Service Description: Provides the required communication service plan based domestic (CONUS) usage. International services will be acquired from the catalog on a per-minute basis.

Service Level	Typical Service Characteristic
Data Only	Unlimited data transmission, but no voice service
Data plus 300 Voice	Unlimited data transmission plus 300 anytime minutes per month for use anywhere in the continental U.S. with no roaming or long-distance changes.
Data plus 500 Voice	Unlimited data transmission plus 500 anytime minutes per month for use anywhere in the continental U.S. with no roaming or long-distance changes.
Data plus 850 Voice	Unlimited data transmission plus 850 anytime minutes per month for use anywhere in the continental U.S. with no roaming or long-distance changes.
Data plus 1200 Voice	Unlimited data transmission plus 1200 anytime minutes per month for use anywhere in the continental U.S. with no roaming or long-distance changes.
Data plus 1900 Voice	Unlimited data transmission plus 1900 anytime minutes per month for use anywhere in the continental U.S. with no roaming or long-distance changes.

39. VIRTUAL TEAM MEETING (VTM) SERVICE CLARIFICATIONS-

a. The VTM seat does not include voice conferencing services. Users may use standard desktop phone service, FTS voice conferencing, or other services to provide necessary voice connectivity.

b. The meeting host is responsible for scheduling and meeting logistics (e.g., inviting attendees, providing meeting log-in and pass code information, providing voice connectivity information).

c. The contract price for the VTM Seat is based upon the total minimum annual people minutes of 578,800 for the contract (agency wide), not individual centers.   The minimum quantity will be satisfied by ordered quantities of the small, medium, large, extra large and unlimited seat types under the centers' delivery orders.

   (1) If the actual ordered minutes exceed the minimum quantity by 10 percent, then the monthly billing of the seat price shall be discounted by 6%.

   (2) If the actual ordered quantities fail to meet the minimum quantities annually, then the Contractor shall submit proposed revision to the prices to the Contracting Officer for subsequent negotiation of new contract prices.

   (3) Total people meeting minutes per month is calculated as follows:
number of meeting minutes X number of concurrent users = total people meeting minutes (e.g. a 60 minute meeting with 4 concurrent users = 240 total people meeting minutes)

d. The minimum billing period for any ordered VTM Seat shall be one (1) month even if the actual usage is less than a month.

e. The Contractor shall provide for pooling of minutes at the Agency level. The Contractor shall provide a monthly report of ordered seats and the actual usage of each seat. The report shall include information that is available in standard reports provided by the service provider (ie WebEx, Meeting Place, etc.); typically, this information includes the date, time the meeting is initiated, the number of connections, and the total number of minutes used. There is no rollover of monthly unused minutes.

f. If an individual seat's actual minutes exceed the ordered minutes for the subscribed seat type, the Contractor shall contact the DOCOTR for resolution.

g. The VTM Seat and Catalog pricing includes help desk support for all VTM participant categories, with the same help desk scope as for any other ODIN product or service.

h. Temporary seats for the VTM Seat are available for no less than 1 month and for a maximum period of three months. If individual users exceed the three month period, that temporary seat will convert to a full VTM seat with DOCOTR approval.

i. Virtual Team Meeting Service shall be available for ordering from the ODIN Catalog. This service shall provide for one-time requirement for ad hoc Virtual Team Meetings.

   (1) The catalog offering shall be in blocks of 100 minutes.

   (2) The catalog price shall be based on the number of requested minutes and user connections and priced at $0.15 per people meeting minute.

   (3) The price shall be calculated using $0.15 per minute rate X Number of minutes X Number of User connection = Catalog Price (e.g., a host wants to have a meeting for 120 minutes with 6 user connections; catalog price would be $0.15 X 120 minutes X 6 user connection = $108.00).

   (4) There will be no refund for unused minutes.

SECTION C. SERVER SERVICES

1. **DELIVERY TIME FOR NEW SERVER SEATS** – For new seats except for SERV1, the Contractor shall provide the ordered services within the times specified in the Master Contract E.3.1.8, Move/Add/Change clause, for the regular service level.

   Delivery time for the SERV1 seats shall be 15 days for standard seats and 30 days for augmented seats.

2. **CLARIFICATION OF WEB1 SEATS** – The Contractor shall be responsible for providing DNS entries and aliases. The number of entries and aliases should be reasonable based on historical data and best practices. The WEB1 seat may contain multiple websites and multiple DNS aliases within the ordered space, provided IT security requirements are met.

3. **SERVER SERVICE MAINTENANCE CLARIFICATION** – The Critical service level under the Master Contract E.3.2.3 is clarified for the delivery order such that any authorized user may report a trouble call on a server seat with critical maintenance and the contractor shall provide restore to service within 2 contiguous hours.

4. **SYSTEM ADMINISTRATION FOR SERVER SERVICES** –

   a. System administration requests shall be completed by close of the next business day.

   b. The service levels set forth in Master Contract Section E.3.2.1, SYSTEM ADMINISTRATION are clarified as follows:
      (1) Under the Regular Service Level, the ODIN Contractor is not responsible for account management for SERV1 server seats.
      (2) Under the Enhanced Service Level, the ODIN contractor is responsible for account management for SERV1 server seats.

5. **CRITICAL SERVICE LEVEL FOR STORAGE VOLUME** – Critical Service Level is an optional service level for server services under the Delivery Order.   This Critical Service Level is defined as 150 GB of server space.

6. **SERV1 SEAT** - SERV1 is a developmental/production server services seat for this Delivery Order.

   Functionality: Provides dedicated server within the ODIN infrastructure to communicate information within the scope of the ODIN Communications System. This includes the hardware, hardware support, network connection, operating system software, operating system software support, and necessary infrastructure to support applications development and production environments. The primary customer will not host development and production applications on the same SERV1 seat. Servers will be subject to the same availability and security requirements as the ODIN communications system.

   Normal server administration (e.g., network security monitoring and management; performance monitoring and optimization; problem tracking and error detection; capacity planning, configuration management; and user support) will be performed by ODIN. ODIN Systems Administrator will perform all Operating System upgrades and apply

needed patches (e.g., Service Packs) to the Operating System. These activities will be coordinated with the primary SERV1 customer. Server backups will be the responsibility of ODIN.

ODIN shall provide local administrative rights to the primary SERV1 customer and an Alternative Point of Contact (POC/ALT) to allow server administration. Primary SERV1 customer will perform account management. All installation, upgrades, and patches will be coordinated and performed as a "team effort" between ODIN and the primary SERV1 customer.

The primary SERV1 customer will be responsible for the acquisition, installation and configuration of all application software. Software can be purchased through the ODIN catalog. In all cases where the SERV1 customer is purchasing specialized software not provided by ODIN, software acquisition and configuration remains the responsibility of the primary SERV1 customer.

The Contractor shall submit the SERV1 configuration specification on a semi-annual basis for approval by the DOCOTR. In the case that the approved configuration does not meet the user's requirements, the user may augment the SERV1 platform via the catalog.

Any system outages caused by primary SERV1 customer will not be counted against the ODIN metrics.

7. **PERFORMANCE DELIVERY SERVICE LEVELS FOR SERV1 SEAT** – The following typical performance characteristics for the service levels of the SERV1 Seat under the Delivery Order are as follows:
   a. The typical performance characteristic for the Regular Service Level for the SERV1 Seat is Single processor dedicated server.
   b. The typical performance characteristic for the Premium Service Level for the SERV1 Seat is Dual processor dedicated server.
   c. The typical performance characteristic for the Enhanced Service Level for the SERV1 Seat is Quad processor dedicated server.

8. **SERV2 SEAT** - SERV2 is incorporated as a server services seat under the Delivery Order.

   Service Description: Administrative and Maintenance Services For Customer-Provided Development Or Production Server

   Functionality: Provides system administration and maintenance services for a dedicated customer provided development or productions server. This includes routine administration services such as account administration, regular backup services (using customer-provided backup hardware), system monitoring and capacity analysis, and other related services. Maintenance services are provided for hardware and system software. The customer is responsible for all application software, and for the quality and integrity of data stored on the server.

   Standard Services:

Service Type	Service Level	Typical Service Characteristics
Platform	Customer	Customer provides the server to be

Service Type	Service Level	Typical Service Characteristics
Architecture	Provided Hardware	administered under this seat
System Administration	Enhanced	ODIN controlled
Maintenance	Enhanced	Restore to service within 4 work hours
Storage Volume	None	Storage volume is defined by the customer-provided hardware
Data Backup and Restoration	Regular	Requires backups of seat data to be performed daily
Performance Delivery	N/A	Performance is defined by the customer provided hardware
Security Features	None	No additional security features
Server Location	Enhanced	Server is co-located with the customer, outside the ODIN central server facility

9. **PLATFORM ARCHITECTURE SERVICE LEVEL–** Platform Architecture is a server service level to supplement Master Contract Section E.3.2 SERVER SERVICE LEVEL DEFINITION.

PLATFORM ARCHITECTURE

Service Description: Provides platform architecture that includes a dedicated server with specified operating system. Each Center will identify a single operating system for the UNIX platform architecture.

Service Levels	Typical Service Characteristic
None	Customer-provided hardware and software
Windows	A dedicated server with Center-specified Windows server operating system
UNIX	A dedicated server with Center-specified UNIX operating system

10. **SERVICE LEVELS ADDED TO THE SERVER SERVICE LEVEL DEFINITIONS** – The service levels for the Delivery Order are defined as follows:

a. SECURITY FEATURES

Service Description: Provides additional security features above and beyond those required in Master Contract section C.8 in support of server seat requirements.

Service Levels	Typical Service Characteristic
None	No additional security features
Basic	Install and maintain secure transmission across the network (e.g., SSL, IPSec). All secure certificates shall be coordinated and approved by the center IT security manager or designee.
Regular	Perform data encryption on the local server seat volume by the primary customer. If primary keys are required, the customer shall provide them.
Enhanced	Provide both secure certificates & data encryption

b. SERVER LOCATION

Service Description: Provides physical location and associated connectivity for the server.

Service Levels	Typical Service Characteristic

Service Levels	Typical Service Characteristic
Regular	Central ODIN Managed Site. Server is located in central ODIN managed facility with other ODIN managed servers
Enhanced	Customer Onsite Location. Server will be located at Customer's onsite location. Power (including UPS) and physical security comparable to that provided in the ODIN maintained site are customer responsibilities. Hardware will be secured in such a manner to ensure physical integrity of the system. Backup unit is included with the seat and will be in the same location. System unavailability related to the remote location or non-ODIN administration actions are excluded from ODIN metrics. Location must be capable of supporting appropriate network access. Moves, adds, changes will be performed in accordance with Section E.3.1.8.

11. **CLARIFICATION FOR APP1 AND FILE1 SEATS** – The Contractor shall establish a process for management of the Regular and Enhanced Service Levels for the APP1 and File1 server seats. The contractor shall be responsible for providing the following system administration functions:

a. Regular Service Level (User managed)
   (1) ODIN is responsible for establishing a single access point into the share
   (2) ODIN is responsible for creating groups.
   (3) Changes to groups, (addition of persons to a group, changing access rights, etc.) shall not be counted towards the Center's M/A/C allocation.
   (4) User is responsible for setting access rights throughout the share
   (5) The number of users allowed to access the share is unlimited.

b. Enhanced Service Level (ODIN managed)
   (1) ODIN is responsible for establishing a single access point into the share
   (2) ODIN is responsible for creating groups.
   (3) ODIN is responsible for maintaining root directory access
   (4) ODIN is responsible for setting access rights throughout the share. Different groups may have different access rights within the same share (e.g. Group A has read-only, Group B has read/write, etc).
   (5) The number of users allowed to access the share is unlimited.
   (6) Changes to groups, (addition of persons to a group, changing access rights, etc.) shall not be counted towards the Center's M/A/C allocation.

SECTION D. COMMUNICATION SERVICES

1. **DELIVERY OF NEW COMMUNICATION SEATS** – For new seats, the Contractor shall provide the ordered services within the times specified in the Move/Add/Change clause (Master Contract E.3.1.8) for the Regular service level.

2. **INTEGRATED CUSTOMER SUPPORT/ HELP DESK FOR COMMUNICATION SERVICES**

   a. The Contractor shall provide integrated customer support/help desk services 24 hours per day, seven days per week to record communication services trouble calls.
   b. The contractor shall record after hours trouble calls when the user places the call. The restore to service timer begins at 6 am on the next business day unless the user has subscribed for Restore to Service - Critical service level. For users subscribed to the Restore to Service - Critical service level, the restore to service timer begins when the service call is received.

3. **CUSTOMER CABLES -** The Contractor shall provide the customer cable from the wall jack to the end device. The cable shall be the appropriate cable type that corresponds with the building wiring to which it will be connected. This cable is typically 12 feet or less in length. This applies to LAN, PHONE, FAX seats.

4. **LANA SEAT** – LANA is a seat under the delivery order.

   LANA Seat Description
   Functionality: Provides a single standard network connection using the existing network infrastructure capability in the facility.
   Standard Services for LANA:

Service Type	Service Level	Typical Service Characteristic
Unit	Single	Supports a single user connection
Connection	BASIC LAN	Provides operation and maintenance of the existing infrastructure capability
Moves/Adds/Changes	Regular	<= 5 moves/adds/changes completed within 2 work days
Restore to Service	Regular	Restore to service by close of next business day

5. **LANB SEAT** – LANB is a seat under the delivery order. If the network infrastructure requires an upgrade to meet the user requirements, then the Contractor shall submit an infrastructure upgrade proposal:
   LANB Seat Description
   Functionality: Provides a LAN-to-LAN connection to the existing network infrastructure capability.
   Standard Services for LANB:

Service Type	Service Level	Typical Service Characteristic
Unit	Network	Supports a network to network connection
Connection	BASIC LAN	Provides operation and maintenance of the existing infrastructure capability
Moves/Adds/Changes	Regular	<= 5 moves/adds/changes completed within 2 work days
Restore to Service	Regular	Restore to service by close of next business day

6. <u>LANC SEAT</u> – LANC is a seat under the delivery order.
   LANC Seat Description
   Functionality: Provides a standard network connection to the existing network infrastructure, queue, and queue maintenance for items such as printers, plotters, scanners and multifunction devices. Print jobs that become stuck in the print queue shall be cleared within 90 minutes of being identified to MRSPOC.

   Standard Services for LANC:

Service Type	Service Level	Typical Service Characteristic
Unit	Single	Supports a single user connection
Connection	BASIC LAN	Provides operation and maintenance of the existing infrastructure capability
Moves/Adds/Changes	Regular	<= 5 moves/adds/changes completed within 2 work days
Restore to Service	Regular	Restore to service by close of next business day

7. <u>CLARIFICATION OF LAN SEATS AND SERVICES</u>
   In accordance with Master Contract E.2.3.7 and E.3.1.9, the Contractor shall ensure the following guaranteed throughput capability within the confines of the existing infrastructure:
   a. 3 megabit per second for files 1 megabyte or less in size in facilities with IEEE 802.3 10BaseT wiring
   b. 30 megabit per second for files 10 megabyte or less in size in facilities with single standard Fast Ethernet (typically 100BaseT) or FDDI connection
   c. 155 megabit per second for files 50 megabyte or less with "Quality of Service"" characteristics (e.g., bandwidth reservation) in facilities equipped with ATM

8. <u>BASIC SERVICE LEVEL ADDED AS COMMUNICATION SERVICE LEVEL DEFINITION</u> –
   Basic LAN is added as a connection service level under the Delivery Order. The Basic LAN service level provides operation and maintenance of the existing infrastructure capability.

9. <u>CLARIFICATION: NAD VERSUS LAN</u> – For the Delivery Order, the differences between the NAD seat and the LAN seat are clarified as follows:

   a. NAD SEAT
      (1) A NAD seat is ordered when an end user requires network connectivity and selected ODIN services, normally provided to ODIN seats, for a non-ODIN provided computer.
      (2) Typical examples include computers that require connection to ODIN service servers (e.g., email, application system administration, and non-ODIN computers that require backup/restore s, etc.) or ODIN server services (e.g., FILE1, APP1, etc.), non-ODIN computers that require services.

  b. LAN SEAT
    (1) The LAN seat is ordered when an end user, or group of end users, require connectivity to the ODIN network.
    (2) LAN seats provide an IP address, or group of addresses, and domain name server support for those addresses.
    (3) LAN seats can provide a secondary connection to the network for a dual-homed computer.
    (4) LAN seats require no other ODIN services
    (5) Typical examples: Conference rooms, multi-NIC computers, non-ODIN desktops or non-ODIN servers that do not require any ODIN services other than those above. The services provided by or function of the device connected is irrelevant.

10. **PH4 SEAT** – The PH4 seat is defined as following:

   Functionality: In addition to the PH4 Phone Description Functionality (NAS5-98144, E.2.3.2.4), the Contractor shall provide the following three systems to accommodate conference rooms of various sizes with optional expandability features, if required. Each system will include a single analog phone connection microphone and speaker, as a minimum. The Contractor shall perform all installation in such a manner to ensure that there are no safety hazards. Before obtaining or providing any radio frequency wireless equipment, the Contractor shall obtain the necessary frequency authorization from the Center's Spectrum Manager.

   a. **PH4 Basic:** Consists of a single instrument with at least three internal microphones to provide 360 degree coverage, a central digitally tuned internal speaker to clearly communicate anywhere in a conference room, and a keypad with a mute button and a special features key. The special features key shall provide, as a minimum, the capability to conference and transfer.

      This system is aimed at conference rooms of approximately 10x15 feet and an audience of 12 or less people.

   b. **PH4 Small:** Consists of a single expandable instrument with at least three internal microphones to provide 360 degree coverage, a central digitally tuned internal speaker to clearly communicate anywhere in a conference room, and a keypad with a mute button and a special features key. The special features key shall provide, as a minimum, the capability to conference and transfer.

      This system is aimed at conference rooms of approximately 15x20 feet and an audience of 20 or less people.

   c. **PH4 Medium:** Consists of a single instrument with at least three internal microphones to provide 360 degree coverage, a central digitally tuned internal speaker to clearly communicate anywhere in a conference room, a keypad with a mute button and a special features key, and 2 externally-wired microphone.

      This system is aimed at conference rooms of approximately 20x30 feet and an audience of 45 people or less.

   d. **PH4 Large**: Consists of a single instrument with at least three internal microphones to provide 360 degree coverage, a central digitally tuned internal speaker to clearly

communicate anywhere in a conference room, a keypad with a mute button and a special features key, 4 externally-wired microphones, and 1 satellite speaker.

This system shall be expandable. The Contractor shall make expansion speakers and microphones available from the catalog.

This system is aimed at conference rooms larger that 20x30 and an audiences of up to 150 people.

Standard Services:

Service Type	Service Level	Typical Service Characteristic
Instrument	Single	Single line phone
Line Type	Analog	Analog line
Voice Mail	None	No voice mail
Feature Set	Speaker	Standard features plus speaker
Moves/Adds/ Changes	Regular	<= 5 moves/adds/changes completed within 2 work days
Restore to Service	Regular	Restore to service by close of next business day

11. **PH5 Seat -** For this Delivery Order, the follow is added as a phone seat in addition to the requirements set forth the ODIN Contract E.2.3.2:

PH5 Seat Description

Functionality: Provides a point-to-point voice communication circuit connecting two customer-provided end devices that does not interface with the Center telephone switch.

Standard Services:

Service Type	Service Level	Typical Service Characteristic
Instrument	None	No ODIN-provided instrument
Line Type	None	No ODIN-provided line
Circuit Type	2 Pair/4 Wire	Two-pair point-to-point communication circuit
Voice Mail	None	No voice mail
Feature Set	None	No instrument features
Moves/Adds/ Changes	Regular	<= 5 moves/adds/changes completed within 2 work days
Restore to Service	Regular	Restore to service by close of next business day

12. PH6 Seat - For this Delivery Order, the following is added as a phone seat in addition to the requirements set forth the ODIN Contract E.2.3.2:

PH6 Seat Description

Functionality: Provides a point-to-point voice communication capability from the Center telephone switch to a customer-provided end device. This does not include any required infrastructure.

Standard Services:

Service Type	Service Level	Typical Service Characteristic
Instrument	None	No ODIN-provided instrument
Line Type	Digital	Digital line
Circuit Type	EWSD – PRI	Primary Rate ISDN circuit interfacing with Center telephone switch
Voice Mail	None	No voice mail
Feature Set	None	No instrument features
Moves/Adds/Changes	Regular	<= 5 moves/adds/changes completed within 2 work days
Restore to Service	Regular	Restore to service by close of next business day

13. CIRCUIT TYPE SERVICE LEVEL – For this Delivery Order, the following is added as service level for Phone Seat Service.

Circuit Type
Service Description: Provides for the desired circuit type.

Service Levels	Typical Service Characteristic
1 Pair/2 Wire	1 pair/2-wire alarm or radio circuit
2 Pair/4 Wire	2 pair/4-wire data circuit
3 Pair/6 Wire	3 pair/6-wire voice conference circuit
4 Pair/8 Wire	4 pair/8-wire voice conference circuit
6 Pair/12 Wire	6 pair/12-wire digital voice information system circuit
Air-to-Ground/Flight Director	1 pair/2-wire air-to-ground and flight director circuit with external speaker
EWSD – PRI	Primary rate ISDN circuit connected through Center telephone switch
EWSD – BRI	Basic rate ISDN circuit connected through Center telephone switch
EWSD – T1	T1 circuit connected through Center telephone switch

SECTION E   CATALOG SERVICES

1. **DELIVERY TIME FOR CATALOG ITEMS** –
   a. The Contractor shall deliver catalog items within 10 business days from Center order placement. If ordered as a Category 1 item, the Contractor shall provide for installation within the 10-day delivery.
   b. For catalog requests for quote, the Contractor shall provide a quote response including price and delivery date to the requestor within two business days of the request.

2. **PERIOD OF PERFORMANCE FOR CATALOG ITEMS** – The Contractor shall provide these services from the date the service is satisfactorily delivered to the end-user through the remainder of the Delivery Order period of performance, unless the period of performance for the catalog item is defined otherwise.

3. **CATEGORIES OF CATALOG ITEMS** – In accordance with Master Contract Section G.1, catalog items shall be priced in two categories.

   a. Category 1 shall include full ODIN support, including acquisition, installation/integration, maintenance, and consultation/support (as defined in Master Contract Section C.5.3 (k))
   b. Category 3 shall include acquisition and original equipment manufacturer's (OEM) standard maintenance facilitated by ODIN.

4. **CATALOG MAINTENANCE** – In addition to the requirements defined in Master Contract Attachment G, the Contractor shall provide the following maintenance for catalog services during the delivery order period of performance:

   a. For Category 1 hardware and software products and services, the user shall receive the same level of restore to service as ordered for the seat/services.
   b. For Category 3 software products and services, the Contractor shall provide OEM's standard maintenance (such as bug fixes, patches, etc.). The Contractor shall provide maintenance services to the user within 30 days of OEM release.
   c. For Categories 1 and 3 software, maintenance shall include point releases, but not new versions unless it is the OEM's standard maintenance practice*.*

5. **DISK WIPING FOR NON-ODIN MANAGED DESKTOPS/LAPTOPS** - The Contractor shall include items in the ODIN Catalog of Services and Commercial Components (CSCC) to support disk wiping services for non-ODIN managed desktops and laptops. Typically this service is required when users at the Center excess Government-owned desktops/laptops.

   Description of Services -
   (a) Functional Desktop/Laptop- (Still connected to power and operational) - - The Contractor shall perform a wipe and rewrite of the disk using NASA-Approved software as applicable, e.g., Ghost, Shred, etc. After successful completion of the wipe process, the Contractor shall label the unit with a sticker identifying the equipment as being wiped and then forward to NASA property disposition contractor. This is an in-place disk wipe and does not include removal to a central location, except at centers that currently require the disk wipe services at a central location.

   (b) Non-Functional Desktop/Laptop (No longer able to be powered up and operated) - The Contractor shall remove the hard disk drive from unit and dismantle the drive. After

destroying the plates, the Contractor shall reassemble the unit (less the HD) and label the unit with a sticker that indicates the hard disk drive has been removed and destroyed. Then forward to the NASA property disposition contractor.

Property Records - It is the user's responsibilities to ensure that all property records are properly updated/maintained. *The applicable property forms must be submitted with the equipment for non-ODIN disk wipes.*

6. **EARLY HARDWARE TECHNOLOGY REFRESHMENT** - The Contractor shall include items in the ODIN Catalog of Services and Commercial Components (CSCC) to enable early desktop seat hardware technology refresh. It would be NASA's responsibility to determine when this requirement was necessary. This service shall be available for desktop seats with the hardware refresh options of (1) Basic – five years, (2) Regular –four years, (3) Premium – three years, and (4) Enhanced – 18 months. The acquisition of this catalog item will reset the seat's Hardware Technology Refresh period for the option selected for that seat in the Center's Delivery Order Seat Database.

Early refresh catalog orders shall not interfere with normal replenishment activities, and delivery date commitments shall be made in accordance with the delivery times specified for new seats.

Early technology refreshment shall not count towards satisfying the monthly refreshment requirement. (See Part III, Section B. 7)

7. **VOLUME DISCOUNT FOR CATALOG ITEMS**
   a. The ODIN Contractor shall include volume discount information as part of the catalog services.
   b. As a minimum, the Contractor shall provide the following information:
      (1) Identify the catalog items/services that the contractor has determined as eligible for volume discounted price(s).
      (2) For each identified item/service, provide the quantity volume to which the discount will be applied. The Contractor may choose to identify quantity bands.
      (3) Identify the price(s) or discount percentages that apply to the specified quantity volume. If the Contractor has identified quantity bands, the Contractor shall clearly identify the price or percentage discount that applies to each band.
      (4) Identify the time period in which the volume discount applies.

   c. The ODIN Contractor shall review catalog prices and availability at least quarterly and update the volume discounted listing, as needed.

   d. The ODIN Contractor shall ensure that the volume discounted price is applied to any single catalog order that includes multiple requirements for items/services listed as eligible for a volume discounted price.

   e. For catalog services/items that are not eligible for a volume discount, the Contractor shall submit a list to the DOCOTR for concurrence.

SECTION F. INFORMATION TECHNOLOGY SECURITY

1. ODIN SYSTEM VIRUS PROTECTION AND SCANNING

a. The Contractor shall configure regular virus scans on all systems for which they are responsible, including but not limited to desktops and servers. The contractor shall enable real-time file protection and schedule full virus scans no less frequently than weekly for ODIN servers, and no less frequently than monthly for ODIN desktops unless otherwise defined in Center policies. The contractor shall also configure all ODIN systems for automatic updates of virus signatures.

b. The Contractor shall install new virus signatures on the Center's antivirus distribution system   within one (1) hour of the antivirus vendor's signature release. The Contractor shall make this distribution data available electronically to the DOCOTR or designee(s), or through Center-defined procedures.

c. The contractor shall license the virus protection client software at an Enterprise level (available to all systems on the NASA-owned networks, whether ODIN or non-ODIN) for all OSF centers unless otherwise specified by the DOCO or DOCOTR.

d. **For KSC Delivery Order only,** the Contractor shall establish a centralized repository where all virus incidents are reported for ODIN desktops and servers.

e. The contractor shall provide guidelines for non-ODIN users (servers and desktops) on how to setup and maintain the connection to the central virus repository.   The Center ITSM and/or designee(s) should have full access to this virus console.

2. ODIN SYSTEM VULNERABILITY SCANNING

The contractor must assure vulnerability scan is conducted for each ODIN system according to Center procedures. In particular, the contractor shall support the following:

a. All ODIN servers shall be scanned prior to operational readiness review or full production.

b. All new ODIN desktop software loads/configurations shall be scanned prior to deployment.

c. All ODIN compromised systems shall be rescanned prior to redeployment.

d. All ODIN deployed systems shall be periodically rescanned online.

3. ODIN SYSTEM VULNERABILITY REMEDIATION

The Contractor shall support NASA in identifying vulnerabilities of ODIN systems. The Contractor is responsible for remediation of any vulnerability identified, tracking vulnerabilities and fixes, and reporting the statistics to the Center ITSM or designee(s). The Contractor shall submit the statistic reports on a monthly basis.

All identified vulnerabilities shall be eliminated or risk accepted in the appropriate security plan within one (1) month after discovery.

4. SECURITY ALERTS

The Contractor shall review vendor and NASA security alerts daily (i.e., NASIRC, TruSecure), consult with the ITSM or designee(s), and implement appropriate action.

5. SOFTWARE UPDATES/PATCHES

Based on the alert, urgency or severity level, the Contractor shall incorporate the software update/patches into the Center standard load for both new and already deployed systems in accordance with the times specified in the matrix below:

	Expedited Servers *	Expedited Desktop *	Critical	High	Medium/Low
Time to initiate mitigation after severity concurrence	4 contiguous hours	4 contiguous hours	5 business days	15 business days	20 business days
Time to initiate permanent mitigation	3 calendar days	24 contiguous hours	10 business days	20 business days	20 business days

The Government will determine which updates or patches are to be expedited on a case-by-case basis. The Government reserves the right to change the level based on the Center's environment.

* The contractor shall begin implementing expedited software updates/patches within 4 contiguous hours of notification by DOCOTR or designee(s).

6. IT SECURITY INCIDENT RESPONSE

For an IT security incident found while conducting normal duties, the Contractor shall report the incident to the ITSM or designee(s) within one (1) hour and shall follow the Center's documented IT security incident response procedures. The Contractor shall use the format and content set forth in DRD ODIN-OSF-10 for the reporting.

Likewise, unexplained system anomalies that may affect confidentiality of data or integrity of a system/data shall be reported to the ITSM or designee(s) within one (1) hour. Such anomalies include, but not limited to, unexplained change of directory or file permissions, unexplained installation, removal or starting/stopping of software, unexplained network traffic, unexplained unavailability of a production service, or any malicious activity. The Contractor shall provide all necessary assistance to the investigating team.

7. DEVIATIONS FROM APPROPRIATE USE POLICY

The Contractor shall report deviations of the Center Appropriate Use Policy that are found while conducting normal duties within 8 business hours of discovery to the Center ITSM or designee(s).

8. IT SECURITY AUDITS AND ASSESSMENTS

The Contractor shall support audits or security assessments conducted by the Government, or its representatives, on systems or networks for which the Contractor has been assigned responsibility.

In accordance with Master Contract C.8.4, the Contractor shall provide access to the ODIN servers and desktops for identified NASA IT Security team members. The DOCOTR will provide the names of the team members who need the access. The primary purpose of this access is to enable ITS team members to:
   a. Verify appropriate OS and security patches have been applied.

    b. Validate that the appropriate level of auditing is enabled on desktops and servers.

    c. Ensure compliance with the NPR 2810 and the ODIN IT Security Plan.

    d. Document any findings and provide to both the ODIN Contractor and DOCOTR.

If an ITS team member makes changes to a desktop or server that damages the system or configuration, the Contractor will document all damages resulting from the action. The Contractor will restore the system to its proper configuration (same as before the action occurred) immediately following documentation of the damage, and then, within thirty (30) days of the restoration of service, may submit a cost proposal related to any such damages for review by the DOCO.   The proposal will be evaluated independently, and without regard to, the provisions in the Master Contract A.1.20 Liability Clause.

9. ODIN CONTRACTOR SECURITY TRAINING - All contractor personnel shall complete security training annually as required to meet Agency IT security training and awareness requirements.

10. CONTINGENCY PLANNING AND EMERGENCY PREPAREDNESS - The Contractor shall participate in contingency and Disaster Recovery (DR) planning, training, and testing in accordance with the current Center Contingency Plan.

In the event the Center's plan is invoked, the Contractor shall participate in DR operations in accordance with the Center Contingency and DR Plan.

SECTION G. METRICS

1. **CUSTOMER SATISFACTION METRIC** – The Level 1 Metrics for Customer Satisfaction is 92.0% for all categories. Master Contract Table F.1.1 is supplemented to reflect this percentage for Customer Satisfaction for this Delivery Order.

2. **SERVICE DELIVERY METRIC FOR CATALOG SERVICES** – Catalog Services is added as a functional area for Level 1 Service Delivery Metric. In addition to the requirements set forth in Master Contract F.1.1.1, the catalog service delivery metric shall be calculated based upon the required delivery date, as well as the response time to 'request for quotes'. The Catalog Service Delivery Metric percentage requirement is the same as the Desktop User Services requirement defined in Master Contract Table F.1.1.

3. **LEVEL 1 METRICS TABLE** (Master Contract Table F.1.1) – Table is revised to incorporate Customer Satisfaction percentage and Catalog Service as functional area.

	Service Delivery (%)	Availability (%)	Customer Satisfaction (%)
Desktop User Services *	98.0	98.0	92.0
Catalog Services	98.0	N/A	N/A
Phone Service	95.0	99.9	92.0
Fax Service	95.0	99.5	92.0
Local Video Service	95.0	99.5	92.0
Administrative Radio Service	95.0	99.9	92.0
Public Address Service	95.0	99.5	92.0

* Desktop User Services include the VTM and MC seats.

4. **METRIC REPORTING/CALCULATION** - The Contractor shall report to two decimal places. The Government will determine the final rating, by rounding to one decimal place using "5 and above" rounded up to the next higher number and "below 5" rounded down to the next lower number.

PART IV   CONTRACT CLAUSES (Note: This section includes clauses that are applicable to identified Center(s).)

1. <u>**CLAUSES (by Reference)**</u>

        NFS 1852.223-73   Safety and Health Plan (April 2002)
        NFS 1852.245-70   Contractor Requests for Government-Owned Equipment (July 1997)
        NFS 1852.245-71   Installation-Accountable Government Property (June 1998)-Alternate I (March 1989**) (Applicable to KSC (See paragraph 2.c below for contractor user responsibilities)**
        NFS 1852.245-77   List of Installation-Accountable Property and Services (July 1997) **(Applicable to KSC)**

2. <u>**USE OF EXISTING GOVERNMENT ASSETS**</u> - <u>Pursuant to Master Contract Section A.1.14</u> (a), the following changes apply to this Delivery Order:
   a. The first sentence of paragraph (b)(1) of 1852.245-77 is changed to read " Equipment to be made available will be incorporated by a subsequent modification to this Delivery Order."
   b. The property or services identified in paragraphs (c) and (j) of 1852.245-77 are not authorized under this Delivery Order.
   c. Master Contract Section A.1.14 identifies the contractor user responsibilities for paragraph (a) of 1852.245-71.

3. <u>**SAFETY AND HEALTH**</u>
   a. (Applicable to KSC Delivery Order)- The Contractor shall submit a detailed safety and occupational health plan in accordance with NFS 1852.223-73 and DRD ODIN-KSC-5 (see NPR 8715.3, NASA Safety Manual, Appendix H). The plan must include a detailed discussion of the policies, procedures, and techniques that will be used to ensure the safety and occupational health of contractor employees and to ensure the safety of all working conditions throughout the performance of the contract. The plan must similarly address safety and occupational health for subcontractor employees for any proposed subcontract whose value is expected to exceed $500,000, including commercial services and services provided in support of a commercial item. Also, when applicable, the plan must address the policies, procedures, and techniques that will be used to ensure the safety and occupational health of: (1) the public, (2) astronauts and pilots, (3) the NASA workforce (including other contractor employees working on NASA contracts), and (4) high-value equipment and property. This plan, as approved by the Contracting Officer, will be included in any resulting contract.

4. <u>**CENTER SPECIFIC CLAUSES (in full text)**</u> **-** These clauses are applicable to the respective delivery order as identified below.

     a. The following clauses are applicable to the KSC ODIN Delivery Order:

       (1) KSC 52.204-90 SECURITY CONTROLS AT KSC (NOV 2000)

         A. Identification of Employees

1. The contractor shall require each employee engaged on the work site to display NASA-furnished identification badges and special access badges at all times. The contractor shall obtain and submit badging request forms for each person employed or to be employed by the contractor under this contract. The contractor shall designate its own security and badging officials to act as points-of-contact for the KSC Security Office. Prior to proceeding with onsite performance, the contractor shall submit the following information to the Protective Services Branch, Code TA-E2, Kennedy Space Center:

a. Contract number and location of work site(s)
b. Contract commencement and completion dates
c. Status as prime or subcontractor
d. Names of designated security and badging officials

2. Identification and badging of employees shall be accomplished as soon as practicable after award of the contract. During performance of the contract, the contractor shall, upon termination of an employee, immediately deliver badges and/or passes issued to the employee to the NASA Security Office. It is agreed and understood that all NASA identification badges/passes remain the property of NASA, and the Government reserves the right to invalidate such badges/passes at any time.

B. Access to Controlled Areas within KSC

1. Certain areas within KSC have been designated as Controlled Areas. These are normally surrounded by fencing and have an entrance gate monitored by a guard or monitoring device. Access into such areas is classified into "escorted" or "unescorted" access. For each employee for which the contractor desires to have unescorted access, the prescribed forms must be submitted to the NASA Security Office. Due to the time required to process requests for unescorted access, the contractor is advised to complete and submit the required forms as soon as practicable after contract award. Within 14 working days after the receipt of the forms, the NASA Security Office will determine whether the person is eligible for unescorted access.

2. The prime contractor is responsible for providing escort services for any of his employees and/or any subcontractor employees who are not eligible for unescorted access.

3. All requests for unescorted access by subcontractors will be submitted through the prime contractor for forwarding to the NASA Security Office.

(2) KSC-52.242-90 CONTROLS APPLICABLE TO CONTRACTOR'S ACTIVITIES (AUG 2003)

The below listed Kennedy Space Center publications and subsequent revisions thereof are applicable to this contract and are incorporated herein by reference. These publications prescribe regulatory procedural criteria, which are applicable to the contractor. The contractor, upon receipt of notice of noncompliance with any provisions

of the below listed publications from the Contracting Officer or his representatives, shall promptly take corrective action.

JHB 2000	Consolidated Comprehensive Emergency Management Plan
KHB 1200.1	Facilities, Systems, And Equipment Management Handbook
KHB 1610.1	KSC Security Handbook
KHB 1710.2	Kennedy Space Center Safety Practices Handbook
KHB 1820.3	KSC Hearing Loss Prevention Program
KHB 1820.4	KSC Respiratory Protection Program
KHB 1870.1	KSC Sanitation Handbook
KNPR 2570.1	KSC Radio Frequency Spectrum Management Procedures and Guidelines
KHB 4000.1	Supply Support System Manual, Part 5, Equipment Management
KHB 6000.1	Transportation Support System Handbook
KHB 8800.6	KSC Environmental Control Handbook
KHB 8800.7	Waste Management Handbook
KMI 1810.1	KSC Occupational Medicine Program
KMI 1860.1	KSC Radiation Protection Program
KMI 8800.8	KSC Environmental Management
KNPD 1800.2	Hazard Communication Program
UNNUMBERED	Construction Contractor's Safety Information & Requirements for KSC Applicable to Construction Contracts Only

PART V   TECHNOLOGY INFUSION (INFRASTRUCTURE UPGRADES)

1. **INFRASTRUCTURE UPGRADE PROPOSAL RESPONSE -** For proposals submitted in accordance with Master Contract Section A.1.18, the Contractor shall identify to the DOCO and DOCOTR the anticipated delivery date of the contractor's infrastructure upgrade proposal within 3 work days from receipt of the request. The Contractor's proposal shall be valid for a minimum of 60 days from the receipt of the proposal by DOCO.

2. **FAST-TRACK INFRASTRUCTURE UPGRADE PROPOSAL (IUP) PROCESS**
This clause establishes the procedures for incorporating small, non-complex infrastructure upgrades. These procedures shall be referred to as the "Fast-Track IUP" process.

   a. If the ODIN Contractor's proposed infrastructure upgrade price does not exceed $50,000 and the requirements are non-complex, the IUP will be submitted under this process. In the event agreement cannot be reached between the DOCOTR and the Contractor regarding the submission of an infrastructure upgrade as a Fast-Track IUP, the infrastructure upgrade will be handled in the normal IUP process.

   b. Within 5 business days after the Government has provided the Contractor with the final requirements, the Contractor shall concurrently submit a written proposal to the DOCOTR and DOCO. The proposal will be a summary to include the technical work to be performed, price breakdown, and completion date. The Contractor and the Government will mutually agree to the format of this proposal submission.

   c. Upon concurrence by the DOCOTR, the DOCO will provide written authorization to the Contractor to proceed with the infrastructure upgrade.

   d. After the DOCO's written authorization to proceed, the infrastructure upgrade will be incorporated by a subsequent modification into the Delivery Order. Multiple infrastructure upgrades may be combined into the delivery order modification for the purpose of incorporating them into the total delivery order value. However, the dollar value of each individual infrastructure upgrade or enhancement shall be the controlling element to determine whether the infrastructure upgrade can be processed in accordance with this clause. A Delivery Order modification shall be issued no less than quarterly to incorporate the approved infrastructure upgrades.

   e. The Contractor may invoice at any time after the infrastructure upgrade is completed and accepted by the Government or in accordance with a negotiated payment schedule mutually agreed to by both the Government and the Contractor.

3. **LISTING OF INFRASTRUCTURE/UPGRADES -** The following infrastructure upgrades/updates are incorporated by modification to this Delivery Order. The description of work for each individual infrastructure upgrade can be viewed at the incorporating modification.

Mod. No.	Description Of Work	Date Signed		Modification Value
Total Dollar Value of Incorporated Infrastructure Modifications				$

PART VI   REPORTING REQUIREMENTS (DRDs)

The following DRDs are applicable to the Enterprise delivery orders and provided as Attachment C to this Order.

DRD NO.	DRD TITLE	Dated
ODIN-OSF-1	Reports, Supporting Invoice Data	December 1, 2004
ODIN-OSF-2	Reports, Telephone Call Detail	December 1, 2004
ODIN-OSF-3	Reports, Security	December 1, 2004
ODIN-OSF-4	Reports, Small Business and Small Disadvantaged Business Concerns	December 1, 2004
ODIN-OSF-5	Reports, Loss, Theft, Damage, and Destruction of Contractor Assets	December 1, 2004
ODIN-OSF-6	Reports, On-Site Contractor (Headcount)	December 1, 2004
ODIN-OSF-7	Reports, Move, Add, Change (M/A/C)	December 1, 2004
ODIN-OSF-8	Reports, Work Order Closure	December 1, 2004
ODIN-OSF-9	Reports, Desktop Hardware Technology Refreshment	December 1, 2004
ODIN-OSF-10	Reports, Standard Reporting for Security Incidents	December 1, 2004
ODIN-OSF-11	Reports,/Presentations, Technology Roadmap	December 1, 2004

The Center-specific DRDs are identified in the center-specific requirements. (See Part VII)

The following data descriptions are applicable to the type code set forth in the DRD documents identified above:

TYPE	DESCRIPTION
1	Data requiring written approval by the procuring activity prior to formal release for use or implementation.
2	Data submitted to procuring activity for review not later than 45 days prior to release for use or implementation. Data shall be considered approved unless the contractor has been notified of disapproval prior to target release date.
3	Data submitted to the procuring activity for coordination, surveillance, or information.
4	Data produced or used during performance of the contract and retained by the contractor to be made available to the procuring activity upon request. The contractor shall furnish a list to the procuring activity when requested to do so.
5	Data incidental to contract performance are to be retained by the contractor and reviewed by NASA upon request.

PART VII   **KSC CENTER-SPECIFIC REQUIREMENTS**

1. <u>**SERV1 UNIX OPERATING SYSTEM**</u> - For the SERV1 UNIX Platform option, the Contractor shall provide the current SUN Solaris operating system.

2. <u>**CONFIGURATION FREEZE FOR SHUTTLE LAUNCH AND LANDING ACTIVITIES**</u> – The Contractor shall not perform routine scheduled outages or configuration changes from Launch –96 hours until T+1 hour and from Landing - 2 days until touchdown plus 2 hours without obtaining approval from the DOCOTR or designee prior to affecting any changes.

3. <u>**X.500 PARTICIPATION –**</u> The Contractor shall provide entries in the Center's X.500 Directory Service for all "permanent badged" and "other temporary badged" personnel at KSC including, but not limited to, NASA/KSC, SFOC, ELVIS, CAPPS, KICS and J-BOSC employees. Contractor shall include all personnel at KSC with the identified badge types as provided by the KSC PASS System. Contractor shall also include locator data and electronic mail addresses for each entry when available.

4. <u>**DIRECTORY SYNCHRONIZATION**</u> – The Contractor shall, as a minimum, on a weekly basis provide directory exports to, and obtain directory imports from, other electronic mail system including, but not limited to, SFOC, ELVIS, CAPPS, KICS, J-BOSC, US Air Force (located at CCAFS and PAFB), and other Spaceport partners. Contractor shall, as a minimum, provide weekly updates to the Global Address List (GAL) and daily updates to the Center's X.500 Directory Service.

5. <u>**MASS MAILING POLICY**</u> –The Contractor shall provide support as required for the bulk distribution of information to all personnel at KSC that have electronic mail capability. The Contractor shall maintain separate lists for distribution to "Exchange World (NASA) and Exchange World (Contractor). Contractor shall publish a daily news bulletin in accordance with the KSC Postmasters Global E-Mail Policy.

6. <u>**TRIAGE SOFTWARE**</u> –The current KSC Software Triage List can be found at the following on-line location: <u>http://osfodin.ksc.nasa.gov/Agency/ODINProducts_Services/software.asp</u>

7. <u>**KSC INFORMATION TECHNOLOGY (IT) SECURITY -**</u> The Contractor shall comply with the KDP-KSC-P-1836, Removing Data and Licensed Software from Information Technology Storage Devices. This document is available under Kennedy Documented Procedures (AA) at <u>http://wit.ksc.nasa.gov/BusinessWorld/html/ksc_proedures.html</u> .

8. <u>**SOFTWARE ELIGIBLE FOR HOME USE**</u> – Pursuant to the Master Contract C.5.10 SOFTWARE RIGHT TO USE, the Contractor shall provide Microsoft Office Professional and Symantec Anti-Virus for Windows or MAC operating systems.   The Contractor shall provide the current Center defined software that is designated as "available for home use." This includes software updates when they are supported by the requesting OSF center. The Contractor shall also develop and provide general instructions for home installation. The Contractor shall provide a number of software licenses up to the number of eligible ODIN (PC Desktops/MAC Desktops) seats at the Center.

   Eligible software available for home use under this Delivery Order is identified as:

   a. Available to all ODIN customers who have Standard Application Software Service level on their ODIN workstations:

        i.   Microsoft Office Professional (current version in the ODIN standard load) including the Word, Excel, Access, PowerPoint, and Outlook applications. There will be no retrofits with each version upgrade.

        ii. Symantec Anti-Virus ((current version in the ODIN standard load). There will be no retro fits with each version upgrade.

        iii. WinZip

   b. Available only to ODIN customers who have a current licensed software package of the same title:

        i.   Microsoft Project

        ii. Visio

The Government will be responsible for distribution of the software and maintaining records of the ODIN customers receiving software under this home-use process.

The cost for meeting the above stated requirements is included in the standard desktop seat price.

9. PROVISIONING OF TONER FOR SHARED PERIPHERAL SERVICES -
   a. The Government agrees to reimburse the contractor for toner installed in network peripherals providing services under the shared peripheral services. A list of the applicable peripherals is set forth in Attachment J of this delivery order.

   b. The Government will reimburse the contractor for the toner at the negotiated prices set forth in the delivery order. The contractor shall include the request for reimbursement as part of the monthly invoice. This request shall be accompanied by a listing that identifies the individual peripherals, the date that toner was installed, and the price of the toner.

   c. In consideration for (a) and (b) above, the contractor shall provide the shared peripheral services per Master Contract E.3.1.14 for all networkable peripherals ordered from the Catalog of Services and Commercial Components (CSCC).   This includes, but is not limited to, print queue operations and maintenance.

   d. A networkable peripheral is defined as a device with network print capability that supports an internal network connection or interface card.

   e. Even though the networkable peripherals provide shared peripheral services, the networkable peripherals will not be included in the calculation to meet the distance requirements set forth in Master Contract E.3.1.14.

10. KSC E-MAIL SERVICES - The Contractor shall be responsible for the Center's NASA e-mail system. The Contractor shall provide ancillary functions that are associated with running the Center's e-mail system. The contractor shall provide the following services at no additional price:

   a. E-mail and calendar accounts for center services (e.g., Postmaster, Abuse Reporting, Emergency Operations Center (EOC), conference rooms, special projects)

      (1) The Contractor shall provide the quantity of e-mail accounts not to exceed the number of desktop seats qualified for e-mail services plus 5%.

(2) The Contractor shall provide calendar accounts not to exceed the quantity of 344 accounts.

(3) The Contractor shall report the total number of accounts to the DOCOTR or designee on a monthly basis.

b. Temporary e-mail accounts (e.g., summer students), shall not exceed a three month period. There is no limit on the number of temporary e-mail accounts to be provided by the Contractor.

(1) The Contractor shall report the temporary accounts to the DOCOTR or designee on a monthly basis. This report shall include the service end date.

(2) The Contractor shall automatically suspend the account at the end of the three months. Fifteen (15) business days later, the account shall be purged.

c. Distribution lists (managed by either ODIN or the user, as specified) – The Contractor shall make available a maximum of 650 distribution lists. The Contractor shall report the total number of distribution lists on a monthly basis to the DOCOTR or designee.

d. Off-site user addresses added to the global address list – The Contractor shall make available a maximum of 2000 off-site user accounts. The Contractor shall report the total number of off-site user accounts on a monthly basis to the DOCOTR or designee.

e. The Contractor shall support the Center standard secure e-mail software (i.e. PKI) including Level I Help Desk and software installation.

f. The Contractor shall support Intelligence Mail filter capability.

11. CENTER E-MAIL BASIC STORAGE SPACE – The fixed amount of e- mail storage space identified below is hereby established as the basic service level for the Desktop E-Mail Storage Services.

Center	Storage Amount
Kennedy Space Center	50 MB

The fixed amount of e-mail storage space set forth above is applicable to all e-mail accounts.

12. VANDENBERG DESKTOP SUPPORT – The contractor shall provide desktop services for ODIN desktop users located at the Vandenberg Air Force Base (VAFB) at the same seat prices established for KSC users in the Delivery Order.

13. ON-SITE SPACE/FACILITY – The Government will provide on-site facilities/space for the Contractor's use in performing their services required under this Delivery Order. The location of the facilities and square feet will be mutually agreed upon. The price is assessed at an annual rate of $12.50 per square foot and includes electricity, HVAC, plumbing, janitorial services, fire protection, emergency medical, local telephone service, connection to Local Area Networks, and office furniture (based on availability). The price of these services will be reflected as a credit to the Government on each monthly invoice.

14. <u>SUPPORT FOR ASTRONAUT CREW QUARTERS</u>

    a.   When Astronaut Crews are at KSC, ODIN shall provide critical service to the ODIN desktops located in the Crew Quarters. ODIN shall provide this critical level of help desk, maintenance and system administration services from 6am to 6pm during the weekdays and respond as quickly as possible after hours and weekends.

    b.   In consideration for the critical service support provided during the limited time the Astronaut Crew spends at KSC, the Government agrees to subscribe the desktop seats located in the Astronaut Crew Quarters at KSC at the enhanced service level for the help desk, hardware maintenance, system software maintenance, application software maintenance, and system administration.

15. <u>DATA REQUIREMENTS DESCRIPTION (DRD)</u>

In addition to the DRDs identified in the Master Contract and the OSF Enterprise requirements, the following DRD's are applicable to the KSC Delivery Order and are provided in Attachment C to this Order.

DRD NO.	DRD TITLE	DATED
ODIN-KSC-1	Supplement to Supporting Invoice Data	December 1, 2004
ODIN-KSC-2	Supplement to DRD ODIN-OSF-3	December 1, 2004
ODIN-KSC-3	Reporting of IT Computer Systems and IT Security Compliance with NPR 2810.1, including Risk Assessments, Security Plans, and Authorization to Process	December 1, 2004
ODIN-KSC-4	Daily Report of Operational Status	December 1, 2004
ODIN-KSC-5	Safety Plan	December 1, 2004

PART VIII
LIST OF DOCUMENTS, EXHIBITS, AND OTHER ATTACHMENTS

Attachment Number	Title	Dated	Number of pages
A	PRICE LIST FOR YEARS 1, 2, 3	Dec. 1, 2004	82
B	SUMMARY OF EXPANDED MA2 MAINTENANCE SUPPORT	Feb.27, 2001	1
C	DATA REQUIREMENT DESCRIPTIONS	Dec. 1, 2004	20
D	SOFTWARE TRIAGE LIST (RESERVED)	N/A	N/A
E	REVISED SEAT AND SERVICE LEVEL TABLE E	Dec. 1, 2004	17
F	LIST OF INSTALLATION-ACCOUNTABLE GOVERNMENT PROPERTY	*	*
G	LIST OF GOVERNMENT-FURNISHED PROPERTY (RESERVED)	N/A	N/A
H	LISTING OF PRINTERS SUPPORTED AS SHARED PERIPHERALS	*	*
I	PRICE LIST FOR TONER REIMBURSEMENT	*	*
J	APPROPRIATION AND ACCOUNTING DATA	Dec, 1, 2004	1

* To be incorporated by modification